

# MARTIN VELASQUEZ

2701 Scenic View Drive, Winslow, Arizona 86047 • (928)386-4567

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## OBJECTIVE: Medical Coding

### HIGHLIGHTS OF EXPERIENCE

- Currently completing a course in Medical Coding and Billing.
- Results-driven, highly organized self-starter with 20+ years of customer relations experience.
- Proven communication, time management, and problem resolution skills.
- Strong knowledge of Microsoft Word, Excel, and PowerPoint.

### RELEVANT EXPERIENCE

Wal-Mart, Winslow, Arizona • 2007-2008

#### Department Manager/Stationery

Performed daily price changes. Managed and controlled inventory. Oversaw freight and set up modulars. Interviewed qualified applicants for hire.

- Won 4 awards for top sales storewide, achieving a position on the district sales honor roll.
- Awarded 4 quarterly profit bonuses.

Crescent Jewelers, Flagstaff, Arizona • 2003-2007

#### Assistant Manager/Collections

Drove \$400K+ in fine diamond sales, snaring numerous awards for top sales over 36 consecutive months. Supervised and trained new staff, strengthening their product knowledge and sales experience. Checked customer credit and wrote contracts. Handled collections for past due accounts. Delivered exceptional customer service. Conducted daily, quarterly, and annual inventory. Planned employee work schedules. Interviewed candidates for employment.

Wal-Mart, Winslow, Arizona • 1999-2002

#### Customer Service Manager

Promoted from Jewelry Department as initially hired to Customer Service Manager due to highly professional supervisory, employee motivation, interpersonal communication, and customer service skills.

- Contributed to the jewelry department's recognition as one of the top selling storewide for 5 consecutive months.

### ADDITIONAL WORK HISTORY

**Claims Associate**, Mack Massey BMW/Mazda, El Paso, Texas

**Medical Receptionist**, Dr. Martin Linder Family Practice, San Diego, California

**Secretary**, American Retirement Systems Law Office, San Diego, California

### EDUCATION

**2009 Candidate, Medical Coding/Billing Degree**

Penn Foster College Scranton, Pennsylvania

### CERTIFICATES

Candidate, CPT, ICD-9, CPC Certificate  
Discovering HIPAA Training Series 2008