

Stella Beck

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SUMMARY

Early career **claims administrative support specialist** with two years of clerical and **customer service** experience across insurance and medical office settings. Keeps branch workflows organized by processing documents, recording customer and provider requests, updating claims records, and tracking follow up items through completion. Communicates professionally by telephone and in person with customers, medical offices, adjusters, and internal staff. Uses **office equipment** for scanning, copying, mailing, and document preparation while protecting sensitive information. Handles shifting priorities with steady attention to identifiers, dates, required enclosures, and response commitments. Brings practical experience supporting **claims branch operations**, medical records workflows, task lists, correspondence, scheduling documentation, and team coordination. Ready to contribute dependable administrative support that helps claims staff serve customers and providers efficiently.

EXPERIENCE

Claims Support Assistant October 2025 - Present
Bay State Risk Administrators Providence, RI

- Support **property and casualty claims** branch operations through document processing, customer contact, correspondence, records updates, and follow up coordination. Shift among reception, claims administration, and time sensitive requests while keeping adjuster work queues accurate and organized.
- Organized incoming claim documents, customer messages, provider correspondence, and **follow up** items for adjuster review.
 - Recorded **customer** and **medical office** calls, routed claim questions, and tracked requests needing return responses.
 - Indexed claim documents and verified identifiers and dates before releasing records into adjuster work queues.
 - Maintained shared task lists for forms, **records** requests, and **correspondence** during changing claim priorities.
 - Prepared outgoing letters and packets, checked enclosures, and scanned, copied, and routed materials accurately.
 - Supported high volume periods by shifting among reception, document processing, and follow up work.

Administrative Clerk October 2024 - September 2025
Oceanview Medical Offices Warwick, RI

- Supported front office operations for a multi provider clinic through **telephone** service, records requests, appointment documentation, correspondence, and controlled **document handling**. Balanced reception demands with clerical follow up while keeping patient and provider communication accurate and professional.
- Managed patient calls, record requests, appointment documentation, and routine correspondence for daily clinic operations.
 - Logged insurer and authorized party requests, verified information, and routed medical record questions appropriately.
 - Organized electronic and paper documents, correcting incomplete indexing for reliable staff retrieval.
 - Scanned, copied, mailed, and prepared documents while keeping sensitive materials controlled throughout processing.
 - Tracked open requests and completed promised **follow up** with patients, providers, and internal staff.
 - Captured accurate messages and directed clinical or coverage questions to appropriate personnel.

PROJECTS

Claims Document Flow Review 📅 2025
Small process changes protect customer time. Reviewed document intake, indexing, task lists, and routing practices through supervised claims support work, identifying checkpoints that kept records ready for adjuster review.

LEADERSHIP & AWARDS

- Claims Support Recognition, 2026. Recognized by team members for dependable follow up and accurate document routing during changing daily priorities.
- Service Reliability Recognition, 2025. Commended in medical office operations for calm telephone communication and consistent completion of open requests.

EDUCATION

High School Diploma 2024
Classical High School GPA: 4.0 Providence, RI
Coursework: Office administration, communication, records management, customer service

CERTIFICATIONS

- Microsoft Office Fundamentals 📅 2025
- Customer Service Foundations 📅 2025

TECHNICAL SKILLS

- **Office Applications:** Microsoft Word, Microsoft Excel, Microsoft Outlook
- **Office Equipment:** Scanners, Copiers, Printers
- **Claims Administration:** Claims systems, Adjuster queues, Claim records
- **Document Processing:** Document indexing, Packet preparation, Correspondence
- **Records Management:** Electronic files, Paper files, Record retrieval
- **Telephone Support:** Call logging, Message capture, Call routing
- **Customer Service:** Customer contact, Provider contact, Service follow up
- **Medical Office Workflows:** Patient requests, Medical records, Appointment documentation
- **Administrative Coordination:** Task lists, Request tracking, Priority changes
- **Communication Methods:** Telephone communication, In person communication, Written correspondence

SKILLS

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|----------------------------------|-----------------------|-----------------------|----------------------|
| • Administrative Support | • Office Equipment | • Telephone Support | • Organization |
| • Clerical Support | • Document Processing | • Follow Up | • Team Communication |
| • Customer Service | • Records Management | • Multitasking | • Claims Operations |
| • Medical Provider Communication | • Data Entry | • Task Prioritization | |

PROFESSIONAL AFFILIATIONS

- Claims Support Team, Bay State Risk Administrators. Contributed organized records and timely communication across adjuster support workflows.
- Front Office Operations Team, Oceanview Medical Offices. Supported patient, provider, and insurer requests through accurate clerical coordination.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST