

Xavier Wehlage

1236 1/2 North Gardner Street, West Hollywood, CA 90046

I am a hard working skilled professional looking for growth opportunities in a customer service role, preferably in the healthcare industry.

EXPERIENCE

Metropolis Dermatology, Patient Care Coordinator

September 2024 - Present

- Monitor schedule to organize and anticipate the day, community effectively with clinical team.
- • Verify patient demographics and insurance, collect copays and process payments for cash and cosmetic services
- • Assists patients to complete intake forms and other patient-related paperwork
- • Manage timely response and resolution of patient messages, scheduling and billing needs
- • Maintain a spotless, warm and welcoming front of house
- • Ensure timely and accurate documentation within the EHR
- • Go above and beyond for patients whenever possible

Aya Healthcare Staffing Services

May 2024 - September 2024

Cedars Sinai Dermatology, Patient Services Representative

Short-term contract position

- Excellent customer service skills, checked patients in for all appointments, checked out and scheduled appointments using Epic Systems, verified insurance using Epic and other external insurance verification systems

Directors Guild of America, Producer Pension and Health, Call Center Representative & Data Entry Operator - Los Angeles, CA

September 2022 - April 2024

- Greeted inbound callers to discuss claim status, health plan benefits and general questions regarding benefits and eligibility, provided excellent customer service, Handled member claims

Allina Healthcare, Call Center Representative - Minneapolis, MN

March 2022 - August 2022

- Used Epic systems for all patient scheduling needs, greeted inbound callers and handled their inquiries with patience, kindness, and efficiency, Provided excellent customer service and professionalism, Regularly exceeded call time and quota expectations

Customer Service Retail Positions at Urban Outfitters, Ulta Beauty and Chipotle Mexican Grill

December 2019 - March 2022

- Provided product knowledge and excellent customer service
- Audited product deliveries
- Performed cashier duties
- Served customers kindly and accurately

612-438-6154

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SKILLS

Great customer service skills and experience

Epic Systems

Medical Insurance/Insurance Verification & Health Plan

Professional, kind, and empathetic

Food service experience

Cashier experience

Very outgoing and personable

PCA/CNA experience

EDUCATION

St. Cloud State University,

St. Cloud, MN 2019-2021

Two years of general studies with a focus on Nursing

- Kept a clean and safe environment

Shoreview Community Center, Lifeguard/Swim Instructor – Shoreview, MN

August 2018– June 2019

- Provided safety for all guests, practiced first aid and CPR, instructed swim lessons to children and adults, attended monthly in service

Alton Memory Care, Rec Assistant CNA Intern, PCA – Minneapolis, MN

March 2018– July 2018

- Worked with dementia and Alzheimer’s clients, coordinated resident activities and visits, always ensured the safety and security of residents