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Heather Renee Baker

Objective: To obtain a position that offers challenge and growth potential, which will utilize my various skills and experience, as well as gain opportunity for professional development.

May 2019 - present **Express Employment/Toyota Tsusho LLC (865)273-2159**

Procurement Specialist/Data Entry Clerk Filing and handling mail, Data entry & typing, Verifying correct pricing for supplier and customers prior to creating sales orders and purchase orders, creating invoices and commercial invoices for Denso Mexico, entering export information into Integration Point to export daily shipments, issuing paperwork to all levels of management for international shipments, daily contact with suppliers and customers with the utmost professional demeanor while maintaining friendly and accessible working relationship, maintaining weekly tracking sheets/rundowns to ensure supply and demand are met accurately, extensive work in Excel, Word, Outlook, and various computer programs

May 2016 - March 2019 **TeamHealth Billing Center Alcoa, TN (865)**

865-980-3810 Denials and Appeals Representative Review and appeal claims that have been denied and require manual intervention. Appeal claims by assembling documentation, documenting the invoice in IDX and or for possible legal intervention. Responsible for reviewing all correspondence for Medicare and Medicaid and process according to current policies and procedures. Processing all Worker's Compensation, Department of Veterans Affairs, and Auto Claims to completion of appeal, write-off, or adjustment. Other responsibilities include consistently meeting established times for projects and assignments, communicating with the Senior or Manager on progress of projects and assignments. Report any detected problems, error, and/or changes to the Manager or Senior in writing

and provide examples of the issue or issues. Dependable, including attendance, adhering to work schedules, and producing accurate work.

December 2015 - May 2016 **Kindred Care Maryville, TN (865) 984-7400**

Business Office Assistant Assist Business Office Manager with all daily functions. Oversee Resident Trust Accounts. Review, bill, and follow-up on Medicare, Commercial Insurance, Co-insurance, and Hospice accounts. Perform Accounts Receivable functions, including daily deposits, posting private, credit card, insurance payments, and follow-up on delinquent accounts. Maintain Bad debt levels set by the Corporate office.

January 2015 - December 2015 **Threds Knoxville, TN (865) 525-2830**

Accounts Receivable Specialist Update Accounts Receivable on daily basis. Oversee 500+ accounts which include ASI, custom embroidery, and print promotional items. Establish professional relationships with customers and perform superior customer service. Follow-up on delinquent accounts. Oversee daily deposits and monies received. Invoice/Billing Back-up. Verify discrepancies and issue appropriate debit/credit. Protects an organization's values by keeping information confidential. Updates receivables by totaling unpaid invoices.

November 2013 - August 2014 **Axcess Staffing Knoxville, TN (865)**

675-4848 Internal Temp/Payroll Clerk Post & reconcile manual timesheets for 600 plus associates. Create new employee accounts in Promatch HR Software & Unitime Payroll Software. Recognize & correct any issues or payroll discrepancies before payroll processing professional customer service. Create associate templates for accurate timekeeping. Verify employment via phone/email.

September 2012 - May 2013 **Holston United Methodist Home for Children Greeneville, TN (423) 638-4171** **Accounts Receivable Clerk/Payroll Clerk**

Accounts Receivable for all non-donor funds, i.e. day care fees, adoption fees, estate gifts, subcontract fees, clinical service fees etc. Enter all cash receipts into the bank book utilizing Sage/Platinum Accounting Software. Reconcile Receipts journal posting with bank deposits on daily basis. Process State of TN contract invoices. Maintain estate files. Keep vendor authorization letters up to date and set up new vendor accounts. Maintain agency postage meter and mailing supplies. Invoice for adoption services on a monthly basis and maintain accounts receivable balance. Assist in

data entry operations of Accounts Payable, General Ledger, and other Financial Reports. Make corrections/changes to employee's files in Ultipro Payroll System & Oracle Software. Process non-exempt payroll for approximately 250 associates and exempt payroll for 150.

September 2002 - January 2012 **Meco Corporation Greeneville, TN (800)**

251-7558 Accounts Receivable Analyst 2007-2012 Review & correct errors in CM's. Mailroom procedures. Invoicing. Prepare credit memos to apply toward deductions. Scan all documents into the imaging system. Maintain yearly files for auditing purposes.

Purchasing Clerk/Inventory Control 2005-2007 Purchase supplies for office, janitorial, and manufacturing facility. Negotiate purchase price for materials needed in the manufacturing of our furniture & grill divisions. Assist with production schedule of goods on a weekly/monthly basis. Data entry of overseas shipments. Prepare daily Inventory Control meeting, expediting materials, & reporting stock to IC Manager. **Payroll Clerk 2002-2005** Perform payroll duties for approximately 220 hourly employees.

Assist with monthly and quarterly profit sharing checks and statements. Balance monthly, quarterly, and year end totals. Prepare W-2 forms. Maintain employees' records with complete confidentiality.

Education: August 1992 - May 1993
Northeast State Technical Community
College Studies in Office Systems
Management Daniel Boone High School
Graduated May 1992

Interests: Spending time with family, Childhood Cancer Awareness, Relay for Life, Church