

**KATARZYNA EWA BERNATOWICZ**

105 Karl Rd - P.O.Box 1611, Brodheadsville, PA 18322

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**PERSONAL PROFILE:**

Driven, detail minded individual, highly dedicated and with extensive experience in diverse customer service. Strong interpersonal skills with the ability to interact with clients and coworkers on all levels. Flexible and versatile, able to multitask and maintain a sense of professionalism under pressure. Excellent bilingual communication skills both written and verbal. Fluent in Polish and English.

**WORK EXPERIENCE:**

**Housekeeping Business Owner**

- Managed and operated the home services as requested by our clients

**Medical Office Manager**

- Supervised clerical staff and coordinated the patient registration process
- Served as a liaison between doctor and staff
- Maintained up to date patient files and verified medical coverage
- Obtained medical insurance authorizations and confidential clearances
- Performed all insurance/patient billing and assisted patients in filling out insurance forms
- Recorded patient/third party payments, managed accounts receivable
- Addressed past due balances
- Effectively managed all appeals of medical claims
- Produced financial reports for presentation to the physician

**Jewelry Store Sales Associate**

- sold silver/gold jewelry, provided customer service
- placed orders for customers

**Receptionist**

- provided great customer service
- kept records

**EMPLOYMENT HISTORY:**

- Business owner 2010 - present
- Medical office manager Christoph Rozdeba, M.D. 1995-2004
- Medical office clerk, Adam Lesiczka, M.D., 1994-1995
- Medical secretary, Camila Jennifer, M.D. 1994-2004
- Jewelry sales associate JNJ Jewelry 1992 -1994
- Secretary B&B Sportswear 1990-1992

**EDUCATION:**

PA Real Estate License

MCTI Diploma of Completion

BERGEN COMMUNITY COLLEGE, Paramus, N.J. Associate Degree in Science

Dean's list: Fall 1992, Spring 1993, Fall 1993, Spring 1994, Fall 1994, Spring 1995