

# SHANNON WILLMON

1420 W. McDermott Dr., Apt #116 | Allen, TX 75013 | 214-535-7868 | shannon616@outlook.com

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## PROFESSIONAL PROFILE

Customer service oriented professional with 20+ years of healthcare industry experience. Accustomed to working in environments where accuracy and accountability are essential. Consistently models and inspires high levels of integrity. Follows policies, procedures, and guidelines to assure consistent quality.

- Strong verbal, written and interpersonal communication skills.
- Well-organized, manages time and priorities in multi-task environments.
- Function independently with minimal direction and guidance.

*Microsoft Office Applications – MS Outlook; MS Word | QuickBooks  
High Academic Honors Recognition / Awards: Honor Roll*

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## KEY QUALIFICATIONS

Medical Billing • Accounts Receivable • Collections • Co-Pay • Deductibles • Co-Insurance • EOBs  
Revenue Cycle Management • Posting Payments • Government (Medicare & Medicaid) • Third Party Payers  
Electronic Health Records (EHR) • Electronic Medical Records (EMR) • Managed Care (HMO • PPO • POS)  
Workers Compensation • Insurance Verification • Insurance Claim Processing • CMS 1500 • CMS 1450 (UB-04)  
Front Office Operations • Medical Office Procedures • Scheduling • Medical Terminology  
Anatomy & Physiology • HIPAA Compliance • Medical Coding (ICD-9-CM • ICD-10-CM • HCPCS • CPT)

## EDUCATION

Ultimate Medical Academy | Diploma – Medical Billing and Coding, 2020  
Ultimate Medical Academy | HIPAA Essentials for Healthcare Professionals Certificate  
International Training Systems | Cosmetologist License, 2004

## PROFESSIONAL EXPERIENCE

Independent Contract – Allen, TX

08/2004 – Present

### Hair Stylist

- Provide hair care services to enhance their customer's appearance.
- Communicate effectively with customers to ensure accuracy and timeliness of appointments.
- Schedule appointments and update client profiles.
- Manage finances – accounts payable and receivable, complete bank deposits, and maintain QuickBooks.
- Process customer payments and document transactions.
- Make outbound phone calls and receive inbound phone calls, answering inquiries.

Private Duty Care – Carrollton, TX

12/2016 – 04/2019

### Home Health Aide

- Checked vital signs, assisted with activities of daily living - personal hygiene, mobility, exercises, and feeding.
- Handled light housekeeping duties, prepared meals, and ran errands.
- Completed daily logs documenting patient condition, changes in behavior, and activities.
- Administered medications, provided transportation, and answered inbound phone calls.

Shannon Willmon | cont.

Pediatric Associates of Plano – Plano, TX

04/2001 – 07/2004

Bent Tree Family Physicians – Dallas, TX

01/1995 – 01/2000

**Certified Medical Assistant**

- Performed direct patient care and administrative duties.
- Prepared patients for examination and treatment.
- Documented patient histories and vital signs and completed blood draws.
- Check patients in and out of appointments and collected and documented payments.
- Scheduled appointments and maintained documents (fax, scan, and copy).
- Ensured exam rooms were stocked with necessary instruments and handled sterilization.

**VOLUNTEER EXPERIENCE**

Prestonwood Baptist Church – Plano, TX

06/2006 – 12/2006

**Preschool Sunday School Teacher**

- Facilitated learning activities.
- Maintained a clean and safe environment for the children.
- Monitored children during outdoor activities.