Nicole Pendleton

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AREAS OF EXPERTISE

- **Market Research**
- **Reports Generation**
- **User Research**
- **Market Trend Analysis**
- **Data Analysis & Visualization**
- **Graphic Design**
- **Strategy Development**
- **Business Analysis**
- **Cross-Functional Collaboration**

EXPERIENCE

Sentara Health Plans, Virginia Beach, VA

Finance Provider Specialist – *Remote* 　　　　　　　　　　　　　　　　　**Dec 2023 – Present**

Assessing inquiries on invalid payments from healthcare service providers related to patients' medical claims.

- Processing 160+ provider refunds monthly, which entails auditing, reconciling, researching, and reporting to prepare payment adjustments to reduce medical claims expenses.
- Educating providers on refund procedures, vendor payments, negative balance collections, subrogation negotiation, worker's compensation payments, and collection analysis.
- Cross-department collaboration to ensure medical claims are processed accurately, resulting in a 10% reduction in processing errors.

Medical Payment Specialist – *Hybrid* 　　　　　　　　　　　　　　　　　**Dec 2020 – Dec 2023**

Lead disbursement processes and check runs with request confirmations on recurring and ad-hoc requests, for the AP team.

- Processing invoices, journal entries, and memos efficiently and accurately with an error rate of less than 1%.
- Implemented efficient AP processes for handling medical disbursements, reducing processing time for healthcare-related payments by 50% and minimizing errors, leading to improved vendor relationships and on-time payments.
- Created and maintained comprehensive documentation of accounts payable procedures and requests, ensuring compliance with internal controls, and facilitating smooth audits.

Premium Billing Specialist – *Hybrid* 　　　　　　　　　　　　　　　　　**Sep 2017 – Dec 2020**

Managed 4800 health insurance groups, for individuals and families, within the Accounts Receivable team.

- Maintained the Accounts Receivable aging report totals well under the requirement of 12.5%.
- Facilitated Sr. Billing Specialists in resolving 40+ systematic billing faults through account research and reconciliation.
- Orchestrated training sessions for 18+ full-time and contract employees, with specialized training initiatives.
- Aided up to 80 members daily via email and phone communications, with strict adherence to HIPAA and PHI policies.

MARKETING PROJECT EXPERIENCE

International Maritime, Ports & Logistics Institute, Norfolk, VA

Team Leader, Marketing Research & Consultancy Course Project 　　　　　**Feb 2023 – Apr 2023**

Performed market research, competitor analysis, and surveys addressing areas of improvement for a supply chain & logistics client.

- Developed extensive reports containing 100+ effective suggestions, including publicity ideas, logo enhancement, identifying a target audience, and web presence / SEO recommendations; the reports enabled the institute to study its target audience and how to connect with students and empower educational connections.
- Successfully presented to and educated the institute's Board of Directors, receiving positive feedback and acknowledgment.

Old Dominion University Women's Athletics Department, Norfolk, VA

Team Member, Athlete Personal Branding Course Project 　　　　　　　　**Jan 2023 – Apr 2023**

Supported a student-athlete in monetizing their Name, Image, Likeness (NIL) through a proposed tactical brand partnership.

- Conducted comprehensive research and delivered innovative social media creatives, aimed to increase brand awareness.
- Crafted a detailed implementation calendar for the athlete to strengthen brand alignment within six months.
- Successfully provided personalized branding and NIL strategies, leading to an increase in endorsement opportunities.

EDUCATION

B.S. in Business Administration, Marketing/Accounting, **Old Dominion University**, Norfolk, VA
Rice Data Analysis and Visualization *(Certificate),* **Rice University**
Fundamentals of Digital Marketing *(Certificate),* **Google**

TECHNICAL PROFICIENCY

Microsoft Office Suite • Google Suite • Google Analytics • Tableau • IBM Cognos Analytics • Figma