

Nylishia Webb

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Professional Summary

Dedicated healthcare professional for over 15 years of experience in patient care and customer service. Skilled in managing patient inquiries, coordinating care, and fostering a supportive environment. Committed to enhancing patient satisfaction and improving overall care quality through empathy, active listening, and a strong attention and skills.

Willing to relocate: Anywhere

Work Experience

Delivery Driver

Instacart Shoppers | Fort Worth, TX

customer service, shopping for customers, pickup/drop off orders for customers, payment processing.

DoorDash Delivery Driver

DoorDash | Fort Worth, TX

Customer service, pickup/drop off orders to customers, collecting payments.

Customer Service Representative

Rotech Healthcare Inc. | Fort Worth, TX

April 2025 to May 2026

Assists with updating respiratory grid

- Clears previous day's route and checks all paperwork for accuracy and completeness
- Communicates with patients/clients and referral sources both verbally and in writing to ensure patient/client questions and concerns are processed in a timely manner
- Completes SOPs/CMNs and documents on tracking log
- Complies with all applicable company policies and procedures to meet JCAHO and company standards
- Coordinates all patient information, processes paperwork, including preparation of file for Billing Department, and completes batch reports for UPS deliveries
- Maintains referral log
- Monitors office supplies
- Prepares deposit for location on a weekly basis
- Prepares invoices for next day routes
- Processes paperwork-confirms tickets, inputs new patient set-ups, and assembles charts
- Provides service for all retail/walk-in equipment requests
- Provides technical assistance to customers
- Verifies Medicare, Medicaid, and private insurance coverage information
- Works with outside agencies to resolve customer issues
- May be required to cover on call, drive a company vehicle and make deliveries to patient's homes
- Performs other duties as assigned

Leasing Specialist/Assistant Manager

Virtue Us Investments, Inc | Fort Worth, TX

August 2023 to May 2025

- Manage all aspects of the leasing process, including leasing apartments, preparing lease paperwork and assisting to ensure a smooth move-in.
- Greet clients, assess needs, answer questions and provide tours of the apartments and community.
- Process applications, and prepare and review lease agreements and renewals.
- Respond to in-person, phone and email inquiries, which includes providing leasing information, making appointments and creating and following up with maintenance requests.
- Assist with completing weekly, monthly and special reports as assigned by the Leasing Manager or Business Manager.
- Receive deposits and rent money, and record appropriately.

Patient Access Coordinator

Envera Health | Farmers Branch, TX

April 2022 to September 2024

Pre-registration, data entry, outbound calls, patient scheduling/canceling/rescheduling appointments, call intake, insurance verification, sending messages to pools, clinics, and doctors, and showing leadership skills.

Resolution Specialist

Walmart | Fort Worth, TX

June 2021 to September 2021

Call center, remote, dispatching, data entry, call documenting, recording driver's details.

Patient Access Specialist

JPS Health Network | Fort Worth, TX

February 2021 to August 2021

Patient scheduling, inbound/outbound calls, insurance verification, medical claims adjustments, billing, transferring calls to appropriate department, documenting every call.

Assistant Manager

Reliable Movers | Fort Worth, TX

August 2019 to March 2021

- Developed and managed staff schedules, balancing individuals requests and requirements with business needs.
- Handled customers by dealing with complaints, answering customers questions and handling stock and inventory.
- Set and enforced policies and procedures to focus on the productivity and strengthening of the company.
- Monitored cash intake and deposit records, increasing accuracy and reducing discrepancies.

Team Member

Super Target Store | Hurst, TX

August 2018 to June 2019

- customer service (greeting customers)
- cash handling (payment transactions)
- Stocking
- inventory

Patient Care Technician
Supplemental Health Care | Fort Worth, TX
October 2012 to October 2015

Ability to travel to different facilities to provide patient services: recording vital signs, assisting with ambulatory, feedings, assisting patients with dressing, also daily activities. Reporting to charge nurse, and documenting patient status

Education

Phlebotomy (Certified Phlebotomy Technician)
Fort Worth Adult Education -NHA | Fort Worth, TX
April 2024 to January 2025

Freight Brokerage (Further Education)
Ed2Go Online - UTA | Arlington, TX
June 2022 to October 2022

Health Science (Diploma)
Trimble Technical High School | Fort Worth, TX
August 2003 to May 2007

Skills

Filing Organizational skills Attention to detail Dispatching Typing Receptionist Medical terminology CNA Computer Literacy Medical office experience Multi-line phone systems Patient Care Epic Front desk Patient scheduling systems Phone etiquette EMR systems Office experience Medical scheduling Data entry CPR Private practice experience Professionalism Call Center Customer service Assistant Manager Experience Time management Medical Office Experience Receptionist experience within education industry Insurance verification Caregiving Insurance Verification Medical receptionist Help Desk HIPAA Hospital Experience Freight Home Care Empathy ICD-9 Windows Communication skills Medical records Clerical experience Computer skills Microsoft Office Basic math English Patient interaction Anatomy knowledge Multitasking Telephone systems Medical administrative support

Languages

English

Certifications and Licenses

Certified Phlebotomy Technician
January 2025 to January 2027

CPR
December 2024 to December 2026

Driver's License

Additional Information

Authorized to work in the US for any employer

SKILLS

- Quality Patient Care
- Leadership skills
- Customer Service
- Basic office skills

Available to work 1st/3rd shift