

Robert Simmons

Data Entry Coordinator

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SUMMARY

Data entry coordinator with 6 years in high-volume order and claims processing, the last 2 leading a 6-person data entry team. Handles work queue management, tracks productivity and accuracy in Excel, and fixes problem batches so the team meets every deadline. Known for clear process documentation and problem-solving skills that cut rework.

SKILLS

Data Entry • Excel • Word • Outlook • Work Queue Management • Quality Audits • Process Documentation
Claims Processing • Time Management • Problem-Solving Skills

EXPERIENCE

Data Entry Coordinator

05/2024 - Present

Mid-South Pharmacy Services

Memphis, TN

Mail-order pharmacy filling 9,000 prescriptions a day.

- Coordinate daily work queues for a 6-person team entering **5,000** prescription and patient records a day.
- Run weekly quality audits on 200 sampled records and track error rates in Excel, lifting team accuracy from 98.6% to 99.5%.
- Write process documentation in Word for 14 new order types and walk every new hire through each procedure.
- Resolve rejected and incomplete orders with prescriber offices by phone and Outlook, clearing the exception queue within 24 hours.

Senior Data Entry Clerk

06/2021 - 04/2024

Bluff City Claims Processing

Memphis, TN

Medical claims processor for 3 regional health plans.

- Entered **300** medical claims a day and took over the backlog queue during open enrollment peaks.
- Built an Excel tracker for 2,000 pending claims that cut average pend time from 9 to 5 days.
- Trained 5 new clerks on claim forms, payer rules and quality checks during their first 30 days.
- Met 100% of monthly turnaround deadlines through steady time management while working independently on the late shift.

Data Entry Clerk

03/2020 - 05/2021

Riverport Wholesale Supply

Memphis, TN

- Entered **200** purchase orders and receiving reports a day into the inventory system.
- Matched vendor invoices to receiving reports for 80 shipments a week and flagged price differences.
- Updated item records for 1,500 SKUs in Excel during a warehouse system upgrade.

EDUCATION

Associate of Applied Science

05/2021

Southwest Tennessee Community College

Memphis, TN

Business Management

CERTIFICATES

Microsoft Office Specialist: Excel Associate

Microsoft

03/2023