

Sophia Lofton

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PROFESSIONAL PROFILE

Well-rounded professional with healthcare industry, retail, and call center experience. Able to audit patient records to assure proper charging of services for compliance and proper reimbursement of claims.

- **Fluent in English, Spanish, Dutch, French, Italian, and Portuguese.**
- Ultimate Medical Academy – HIPAA Essentials for Healthcare Professionals Certificate.
- Strong time management skills with ability to establish priorities to meet timelines.
- Work well in team-based environments with emphasis on quality, performance, and accountability.
- Attention to detail needed to maintain high levels of accuracy.
- Electronic Health Records (EHR) – Epic and Sunrise.
- Microsoft Office Applications – Word, Excel, and PowerPoint | Type 38 WPM.

KEY QUALIFICATIONS

Anatomy & Physiology • Data Management • Data Abstracting • Data Analysis • Release of Information (ROI)
Medical Records Management • Electronic Health Records (EHR) • Electronic Medical Records (EMR)
HIPAA Compliance • Medical Coding • ICD-10-CM • ICD-10-PCS • CPT • Inpatient / Outpatient • Encoder Software
Medical Terminology • Data Entry • Health Information • Healthcare Records • Healthcare Law, Policies, and Ethics Healthcare
Reimbursement • Revenue Cycle Management • Interpersonal Professional Communications

EDUCATION AND PROFESSIONAL DEVELOPMENT

Ultimate Medical Academy
Associate of Science – Health Information Management, 2024

Wayne LaGrone Dual APRN / MBSN Nursing Program (MCC) – Meridian, MS
Dual Nursing Certification RN/BSN Compact License

PROFESSIONAL EXPERIENCE

UHS Centers of America – Meridian, MS
Present

05/2018 –

Floor Nurse / Mental Health Technician Nurse – PRN

- Make daily rounds to determine physical and emotional status and to implement any required nursing interventions and document and report mental status and observations.
- Take vital signs, handle intake and output, process patient verification, and perform floor counts and body audits.
- Verify disbursement and refusals and document medications following accepted practices.
- Abide by HIPAA guidelines to ensure confidentiality of private information.

Asurion | AT&T – Meridian, MS
12/2016

01/2016 –

Billing and Collections Team Lead / Customer Service

- Trained employees, handled inbound and outbound calls, verified customers, and resolved escalated calls.
- Accepted payments, made adjustments, and reinstated and disconnected services.
- Responded to questions, provided information, and ensured quality customer service.
- Documented activities and interactions in an accurate and thorough manner.

- Maintained confidentiality of private information.

Winn Dixie – Meridian, MS

01/2016 – 06/2016

Customer Service Representative – Retail

- Provided quality customer service, greeted customers, and answered questions.
- Resolved customer complaints, stocked shelves, and processed money orders and various transactions.
- Scanned and bagged items, operated a cash register, and followed policies and procedures.
- Worked effectively as a team to meet front-end performance goals.

TLC HomeCare – Burlington, VT

10/2015 –

01/2016

Traveling Nurse Home Health Aide – Contract

- Traveled to client homes to provide care and companionship.
- Helped clients with meal preparation, monitored medication and food intake, and assisted with personal care, dressing, grooming, and mobility.
- Communicated effectively with clients, family members, and co-workers.
- Documented client activities and change in behavior and abided by HIPAA guidelines to ensure privacy.

ADDITIONAL EXPERIENCE

Sunbelt Staffing | Hopemont Hospital – Terra Alta, VA | Registered Nurse
10/2015

04/2015 –

Bedford Center Healthcare – Meridian, MS | Floor Nurse
05/2015

12/2014 –

Gained valuable experience during Externship as a Registered Nurse at East Mississippi State Hospital