

CUSTOMER SERVICE + OPERATIONS PROFESSIONAL

SHANNON PACOCHA

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ABOUT ME & PERSONAL OBJECTIVE

Friendly and motivated professional with a diverse background. Skilled at thriving in fast-paced environments, balancing multiple responsibilities, and maintaining strong attention to detail. Known for excellent communication, teamwork, and adaptability, with a positive attitude and commitment to creating great experiences. Seeking a position in the restaurant industry where I can apply my customer service skills, organizational strengths, and ability to work under pressure to support team success and grow within the hospitality field.

WORK EXPERIENCE

INSURANCE SPECIALIST

Texas Health Surgery Center Arlington - May 2025 to Present

Arlington, TX

April 2025 - Present

- Obtain prior authorizations from insurance companies and physician offices, ensuring accurate procedure, date, and facility information while monitoring expiration dates.
- Review insurance policies and notify patients of non-covered services; secure signed Medicare ABN or non-coverage forms when needed.
- Maintain knowledge of payer guidelines, contracts, and government programs (Medicare, Medicaid, Workers' Compensation) to ensure accurate billing.
- Manage medical record storage, organization, and retention to ensure accessibility and compliance.
- Respond to medical record requests, process copies, and maintain tracking logs.
- Maintain logs for cancelled appointments and update records accurately.

BUSINESS OFFICE REPRESENTATIVE

Texas Health Surgery Center Arlington - April 2025 to May 2025

- Answered multi-line phone system in a professional and courteous manner, promptly assisting physician offices and patients with inquiries, messages, and call transfers.
- Conducted pre-registration and completed all required documentation for patient registration; accurately entered and maintained information in computer systems for surgical and special procedures.
- Performed a variety of clerical and administrative tasks, including photocopying, mailing, preparing patient charts, faxing, and managing incoming/outgoing correspondence.
- Process patient payments in person and by phone, including co-pays, deductibles, and CareCredit, while accurately recording transactions and explaining financial policies to patients.
- Balanced daily payments at the end of each shift and prepared deposits for the Business Office Manager.
- Contacted patients to confirm appointment arrival times and communicated procedure-day requirements, ensuring smooth scheduling and patient readiness.

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DESIGNER

Dezine News Accessories - May 2024 to March 2025

Dallas, TX

October 2021 - March 2025

- Prepare trend and sourcing documents alongside Design Manager.
- Organize and Maintain development/production samples and materials.
- Assistant in facilitating the product development process as defined by each customer.
- Execute product design projects as assigned by the customer and Design Manager.
- Manage sample tracking, comments, and questions with factories and customers from design conception to final production.
- Followup on outstanding issues with oversee factories. Relay information to sales, production and customer.

PRODUCT COORDINATOR

Dezine News Accessories - October 2021 to May 2024

- Managed customer specific platforms. Prepare and upload product information such as style numbers, UPCs, specs, costing, import details, and product testing.
- Reviewed product samples for accuracy and communicated comments or corrections to factories and buyers.
- Organized and maintained record keeping in our internal systems of testing reports, fees, and debit notes.
- Created and managed development, customer, and production time and action calendars.
- Established new SOP for packing specs for all products to ensure safe importing to prevent damage in transit from factories.
- Communicated cross-functionally internally, with customers and overseas factories daily for updates.

EDUCATION

BACHELOR OF FINE ARTS

Fashion Institute of Technology

2017, New York, NY

SKILLS

PROFESSIONAL SKILLS & EXPERTISE

- Problem Solving + Decision-Making + Organization
- Project Coordination + Time Management + Production Planning
- Safety Compliance + Quality Control + Client Satisfaction
- Customer Service + Team Support + Adaptability

CERTIFICATE

OF COMPLETION

THIS IS TO CERTIFY THAT

Shannon Pacocha

SUCCESSFULLY COMPLETED THE

Food Handler Certificate Program

12/05/2024

DATE OF COMPLETION

12/05/2027

DATE OF EXPIRATION



20244205346008

A handwritten signature in black ink, appearing to read "Andrew Tyndall".

ANDREW TYNDALL, CEO

Certificate of Completion
Shannon Pacocha
has completed the requirements for
Basic Life Support
conducted by:
Nation's Best CPR
Date Completed: **04/10/2025**
Valid Until: **04/30/2027**
Certificate ID: **01SOOVS**



Scan code or visit:

<https://www.redcross.org/take-a-class/qrcode?certnumber=01SOOVS>