

Gary C. Tallman

Clearinghouse Expert - Help Desk Support – Development Testing – Technical Sales - Account Management

Personal Information:

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Qualifications:

Medical Claims Clearinghouse Expert
Insurance Claims Revenue Cycle Management Advisor
Medical Billing Practice Management Software Technician
Point of Sale (POS) Software and Hardware Technician
Credit Card Processing Sales and Support
System Maintenance –Windows Based Hardware and Software
Hardware and Software Installation and Configuration

Development of Software Test Scripts
Quality Assurance Software Testing
Website Design – HTML, CSS, Javascript and PHP
Scheduling, Budgeting and Estimating
Knowledge of Contract Law
Insurance Agency Underwriting Manager – Personal Lines P&C
Account Management - Sales and Support

Experience:

June, 2010 to present

Inborne Technology Corporation
916 E. Baseline Road Suite 132
Mesa, AZ 85204
Position: Senior Help Desk Support & Development Technician

Duties:

Technical support for medical clearinghouse, medical and restaurant-POS software. Develop and maintain interactive FAQ knowledge base for dealers & end users. Install and network computer hardware including network routers and switches. Install and configure various software packages and scripts. Develop software testing scripts. Test new and existing software-discover defects and report potential concerns. Technical Sales Support-assist sales department by providing technical information. Solicited and pre-sold credit card processing to over 90 existing users within the initial 3 month period after release of the new offering. Collaborate with other departments to develop processes, procedures and resolve issues. Coordinate with third party vendors to provide enhanced offerings to dealers and end users. Management participation to develop and implement new company objectives. Phone support, email support and chat support to answer customer inquiries.

October, 2002 to May, 2010

Electronic Translations and Transmittals Corporation (ET&T)
4838 E. Baseline Road
Mesa, AZ 85206
Position: Senior Technician - Business Analyst - Team Coach
NOTE: ET&T was acquired by HEW in 2010

Duties:

Software support-clearinghouse software installation and configuration for medical service providers and medical billers. Software training for new and existing users. Resolve network connection issues-pinpoint hardware and software failures. Provide research assistance for rejected claims via report analysis and carrier communication. Resolve escalated issues forwarded from other technicians or departments. Analyze software output files for defects in the Print Image, NSF 3.0 and ANSI4010 formats.

August, 1996 to April, 2002

Prudential Property & Casualty Insurance Company
16430 N. Scottsdale Road
Scottsdale, AZ 85254
Position: Claim Service Unit Specialist - 1996-1999 and Administrative Unit Specialist - 1999-2002
NOTE: Prudential was acquired by Liberty Mutual in 2003

Duties:

Generate computerized claim report & assign to the next available adjuster. Issue payment for first party claims under \$2,500.00. Transferred to the Administrative Services Unit in 1999. Processed various policy changes for casualty insurance policies. Updated new mortgagee information and faxed binder to title company. The entire department was phased out and moved to Ireland.

Extracurricular Activities:

Film Resource Coordinator & Industry Liaison for Arizona Film & Digital Media, website designer, own and manage single family rental homes as well as a cabin rental business, continually practicing "The 7 Habits of Highly Effective People" (Stephen R. Covey).

Languages:

Spanish as a second language

Business & Personal References:

G.R. Homa – BigHoller - 973-928-8938 – Business
Dave Chubb – TechComputer - 617-797-4540 – Business

Fred Barcon - Barcon Corporation - 928-812-0546 – Personal
Mary Jarvis - Chief of Police – 480-495-6299 – Personal