

Ronmil Hoop

Cresco, PA | Open to Remote or Hybrid

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SUMMARY

Administrative operations professional with 8+ years of experience supporting revenue cycle-aligned workflows, including insurance eligibility verification, benefits review, documentation accuracy, and compliance tracking across multi-site organizations. Skilled in reviewing records to identify discrepancies impacting claims processing and reimbursement, maintaining audit-ready files, and coordinating follow-up actions to reduce delays and prevent denials. Seeking Revenue Cycle, Claims Operations, or Healthcare Financial Operations roles within payer, provider, or healthcare services organizations.

PROFESSIONAL EXPERIENCE

Administrative Operations & Compliance Specialist

Career Development & Consulting | Remote | Nov 2018 – Present

- Reviewed insurance eligibility, benefits, and coverage information across multiple systems to support accurate billing and reimbursement workflows.
- Evaluated documentation and data for completeness and accuracy, identifying discrepancies that could impact claims processing or payment timelines.
- Maintained detailed, audit-ready records supporting claims review, compliance audits, and financial reporting.
- Triaged incoming inquiries related to documentation, billing support, and administrative issues, resolving routine items and escalating complex cases per established procedures.
- Supported reporting and quality metrics related to documentation accuracy, turnaround time, and process adherence.

HR & Benefits Coordinator

Philadelphia Academies Inc. | Philadelphia, PA | Oct 2016 – Aug 2018

- Coordinated insurance eligibility verification, benefits enrollment documentation, and compliance forms in accordance with organizational and regulatory requirements.
- Processed and validated benefits and employee data within HRIS and internal systems to support audits, billing accuracy, and data integrity.
- Served as primary contact for benefits-related inquiries, clarifying coverage details, eligibility criteria, and required documentation.

- Ensured documentation was complete, accurate, and submitted within established timelines to support downstream billing and reporting processes.

Operations Manager

Alpine Groups LLC | Philadelphia, PA | Apr 2013 – Aug 2015

- Managed documentation-driven administrative operations across four locations, emphasizing accuracy, timeliness, and compliance impacting financial and operational reporting.
- Reviewed timesheets, status changes, and supporting documentation to ensure data accuracy affecting payroll, billing, and internal reporting.
- Developed standardized procedures to reduce errors, improve documentation quality, and support audit readiness.
- Coordinated cross-functional communication to resolve operational issues impacting service delivery and financial workflows.

Administrative & Client Services Coordinator

McKee Law Office | Philadelphia, PA | Mar 2006 – Oct 2012

- Maintained confidential records and financial-related documentation in compliance with internal controls and audit requirements.
- Reviewed timekeeping and payroll data to identify discrepancies and support accurate processing.
- Responded to internal and client inquiries requiring documentation review, billing-related clarification, and procedural guidance.
- Assisted with reporting, file maintenance, and process improvements supporting operational and financial efficiency.

EDUCATION

MBA – Human Resources Management | University of Phoenix

BS – Psychology | University of Nevada, Las Vegas

CERTIFICATIONS

Introduction to Healthcare Data Analytics -In Progress

Google Data Analytics – In Progress

Excel for HR & People Analytics – LinkedIn Learning

TECHNICAL & OPERATIONAL SKILLS

Revenue Cycle Operations • Insurance Eligibility & Benefits Verification • Claims & Billing Support • Documentation Accuracy & Audit Support • Denial Prevention & Discrepancy Resolution • Cross-System Data Validation • SOP & Policy Adherence • Reporting & Metrics • Issue Triage & Escalation • HRIS (Paylocity, Rippling, BambooHR) • Google Workspace • MS Office 365 • Airtable • Teams • Zoom