

MARKO MILOVANOVIC

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Skills

- Negotiation skills
- Client relationship management
- CRM knowledge
- Presentation skills
- Customer service
- Microsoft Office
- Critical thinking
- Fluent in : Serbian, Croatian, Bosnian

Experience

Collections Coordinator | VITAS Healthcare - Miramar, FL | 10/2023 - Current

- Managed patient accounts to ensure timely billing and collections, prioritizing them based on urgency and state requirements.
- Engaged with payers to address billing issues and confirm payments, documenting all communications and actions taken.
- Worked with billing and finance departments to maintain accurate account information and adhere to healthcare compliance standards.

Intern | Intellient - Scottsdale, AZ | 01/2023 - 08/2023

- Helped organize and track projects, making sure tasks were finished on time and clients were updated.
- Learned about how consulting works by handling simple tasks like writing reports and passing information between teams.

Financial Specialist | AR Capital Group - Hollywood, FL | 03/2021 - 10/2022

- Developed and maintained strong client relationships by understanding their financial needs and providing tailored Merchant Cash Advance solutions to help them achieve their business objectives.
- Consistently met or exceeded sales targets, contributing to the company's growth and helping businesses secure necessary capital.
- Utilized Excel and CRM tools to manage client data, track lead status, and monitor the funding pipeline, ensuring accurate and up-to-date records.

Administrative Assistant | Conzulat LLC - Dania Beach, Florida | 09/2017 - 09/2020

- Supported day-to-day office operations by handling data entry, answering phones, and managing filing systems for invoices and client communications.
- Assisted with organizing and maintaining office records, including financial documents and shipment logs, ensuring easy access for the team.

Education and Training

Florida International University | Miami, FL | Expected in 08/2025

Bachelor of Arts: International Business

Broward College | Fort Lauderdale, FL | 08/2024

Associate of Arts: General Studies