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569 MAIN STREET, SUGAR NOTCH, US, 18706 • SHANNONF990@GMAIL.COM •  
(570)855-8660

# SHANNON FISCHER

## EMPLOYMENT HISTORY

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### PROCESS EXECUTIVE-REMOTE

Mar 2015 - Mar 2021

*Cognizant*

*Jessup, PA*

- ♦ Efficiently processed Medicaid/Medicare claims, ensuring compliance with contractual obligations.
- ♦ Verified provider details using imaged documents for accurate claim approval or denial.
- ♦ Applied precise pricing calculations to align with client agreements.
- ♦ Supported claim reprocessing initiatives, enhancing workflow efficiency.
- ♦ Handled service requests, updating claim information to resolve member/provider inquiries.

### TAX AUDITOR-REMOTE

Jul 2006 - Feb 2015

*H.A. Berkheimer Inc*

*Wilkes-Barre, PA*

- ♦ Audit and file tax forms using digital documents, ensuring accuracy and compliance.
- ♦ Resolved tax filing and billing issues, enhancing efficiency and reducing errors.
- ♦ Communicated with employers and taxpayers to address billing discrepancies.
- ♦ Managed data updates, claims, corrections, and refunds with precision.
- ♦ Balanced and reconciled payments, ensuring correct credit allocation.

### ACCOUNTING OFFICE ASSOCIATE

1996 - 2004

*Wegmans Food and Pharmacy*

*Wilkes-Barre, PA*

- ♦ Updated daily transaction records, ensuring accuracy and compliance across departments.
- ♦ Reconciled cash drawers, maintaining financial integrity and resolving discrepancies promptly.
- ♦ Monitored and maintained lottery machine balances, ensuring operational efficiency.
- ♦ Processed weekly payroll, addressing and resolving case-specific issues efficiently.
- ♦ Maintained detailed payroll records, ensuring compliance and accuracy in financial reporting.

## EDUCATION

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### BACHELOR DEGREE IN PROFESSIONAL STUDIES

*Misericordia University*

*Dallas, PA*

### GENERAL STUDIES

*Luzerne County Community College*

*Nanticoke, PA*

## SKILLS

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Customer Service, Documentation Management, Regulatory Compliance,  
Quality Assurance, Problem Solving, Time Management, Team Collaboration,  
Financial Reporting, Critical Thinking, Analytical Skills, Attention to Detail, Tax Auditing,  
Accounting, Payroll, Claims.