

Michael Crook  
PO Box 8232  
Albany, NY 12208

Phone: (518) 288-6691

E-mail: michael.crook@michaelcrook.org

## **EMPLOYMENT HISTORY:**

*For privacy and safety reasons and given the sensitive job duties that I have, current employment is not listed here. If you have a legitimate reason to know, please contact me via the above mentioned methods.*

### **Freelance Albany, New York**

**May 2015 to Present  
Freelance Writer**

I write articles on various topics for varying publications and websites. I'm responsible for research, writing and editing, and delivering a final product that can be implemented immediately.

### **S&B Staffing Albany, New York**

**February 2014 to May 2015  
Temporary Associate**

I have worked several assignments during the time frame above. These temporary assignments have involved taking inbound calls in two ACD separate call centers, both in the health care field, responding to member/patient and/or provider inquiries, using, among other platforms, proprietary software to do so. Additional responsibilities for both assignments required that I did my job while being HIPAA compliant.

### **ValueOptions Latham, New York**

**October 2013 to February 2014  
Claims Clerk II**

Primary duties included initiating outbound calls to providers to obtain information needed to complete claims, knowledge of HIPAA regulations, CPT/HCPCS codes, NPI numbers and HCFA/UB forms. I prepared and mailed denial letters, sent misdirected claims to insurers and prepared reports as directed by management. I also trained personnel on keying claims as needed.

### **Fusco Personnel Latham, New York**

**March 2013 to October 2013  
UB Keyer**

Placed on a long-term assignment at ValueOptions, where I was ultimately hired, my duties included keying UB and HCFA claims, scanning documents, ensuring HIPAA compliance, and training personnel on keying claims.

### **United States Department of Defense Fort Benning, Georgia**

**January 1999 to May 1999  
E-1: Private- U.S. Army**

I first joined the Delayed Entry Program, allowing me to assist recruiters in finding recruits as well as other tasks. I was sent to BCT to train for an MOS that required a high-level security clearance but was ultimately sent home with an uncharacterized medical discharge because of a heart condition which renders me ineligible to serve in any branch of the military. While waiting for the dismissal, I served as a Bravo Company Orderly, wherein I performed clerical duties, and I prepared equipment for the soldiers going downrange, as well as other tasks as ordered.

### **Nightshadow Productions, LLC Galloway, New Jersey**

**April 1998 to December 2011  
Founder/CEO/President**

Responsible for all aspects of company operations, including accounts payable/receivable, payroll/HR and customer service. This company closed as an LLC after many years as a DBA. This company provided a variety of services, including content writing for websites and promotional work for music industry clients.

**Internet System Technologies, Inc.**

Atlantic City, New Jersey

**April 1994 to March 1999**

**Office Assistant**

Initially hired as an intern while still in high school, my responsibilities ultimately included general office duties, datacenter monitoring duties, customer service and technical support, website proofreading and other duties as assigned.

**EDUCATIONAL HISTORY:**

**Oakcrest High School**

**Mays Landing, New Jersey**

**September 1993 to June 1997**

General courses, Law, Business, Media I-III, Journalism. Extra-curricular: Newspaper, Falcon TV, SADD, Internet Club (founding member), Students Against Violence and Victimization of Youth, Chess Club.

**SKILLS:**

**Microsoft suite of products**

**General office equipment**

**Type speed of 64 WPM**

**Multi-line telephone experience**