

## ADMINISTRATION ASSISTANT

### Professional Summary

Professional and knowledgeable Receptionist versed in administrative support and customer service. Offering over 10 years of experience managing company reputation with customers. Highly efficient and accurate with strong planning, problem-solving and communication skills.

Knowledgeable and professional Receptionist skilled in administrative support and customer service. Bringing 10+ years of experience managing fast-paced, front desk operations..

Adaptable Administration Clerk with expertise in managing emails and phone calls for various departments. Highly skilled in editing and proofreading correspondence and documentation. Ready for a new position that involves handling various tasks in fast-paced settings.

Smart professional fluent in spanish. Energetic and knowledgeable in administration assistant. Considered enterprising adm. assistant with ability to lead talented teams.

### Skills

- Scheduling
- Office administration
- Administrative support
- Budgeting
- Appointment setting
- Recordkeeping
- Documentation and control
- Document retrieval
- Spanish skills
- Medical office administration
- Insurance claims
- Completing insurance forms
- Appointment scheduling
- Billing and coding
- Customer service

### Work History

Administration Assistant , 12/2018 to Current

Company Name “ City , State

- Transferred and directed phone calls, guests and mail to correct staff members
- Provided administrative services, including phone and email correspondence, making copies and handling incoming and outgoing mail and faxes
- Managed office inventory by restocking supplies and placing purchase orders to maintain adequate stock levels
- Communicated with customers via phone and email to confirm deliveries and respond to inquiries
- Kept reception area clean and neat to give visitors positive first impression
- Completed and mailed bills, contracts, policies, invoices and checks
- Maintained office supplies inventory by checking stock and ordering new supplies as needed
- Assisted coworkers and staff members with special tasks on daily basis
- In charge of scheduling, canceling, and client appointment
- Greet clients and directed them to correct staffing
- Pulled and filed client files

Office Assistant , 01/2018 to 12/2018

Company Name “ City , State

- Opened and properly distributed incoming mail to promote quicker response to client inquiries
- Maintained and organized files and documents
- Maintained and updated filing of bills, bill payment, inventory and incoming and outgoing mail
- Operated office equipment such as copier machine, fax machine
- Managed cleanliness of office and refilled office supplies when needed
- Welcomed and greet all visitors, screened calls, directed to appropriate staff, opened all incoming mail and distributed to recipients
- Supported clerical needs of more than 10+ assistants, including taking messages, scanning documents and routing business correspondence

Certified Medical Assistant , 09/2000 to 09/2012

Company Name “ City , State

- Collected and documented patient medical information such as blood pressure and weight
- Enhanced patient outcomes by providing knowledgeable education on procedures, medications and other physician instructions
- Called and faxed pharmacies to submit prescriptions and refills
- Documented vital signs and health history
- Sanitized, restocked and organized exam rooms and medical equipment
- Directed patients to exam rooms, fielded questions and prepared for physician examinations
- Directed patients to examining rooms and coordinated transportation assistance as necessary
- Gathered forms, copied insurance cards and to collect patient information for billing and insurance filing
- Obtained client medical history, including medication information, symptoms and allergies
- Updated inventory, expiration and vaccine logs to maintain current tracking documentation
- Assessed, documented and monitored vital signs for more than 20 patients per day

- Collected and documented patient medical information such as blood pressure and weight.
- Assisted with routine checks and diagnostic testing by collecting and processing specimens.

#### Education

Associate of Arts : Business Administration American International University - City

- Graduated with 3.3 GPA
- Coursework in Billing, coding and medical ICD

Some College (No Degree) : Certified Nursing Assisting , 1998

Resurrection Hospital - City

Some College (No Degree) : Certified Medical Assistant , 1976

Bryant School - City