

## ENUMERATOR

### Summary

Recent graduate with BA in Business Administration looking to obtain a position as an Administrative Assistant in which my organizational abilities can be fully utilized. Hard working and goal-oriented professional with four years of experience seeking a to achieve career growth where I will get an opportunity to utilize my skills and abilities in handling the clerical and administrative support work, and activities.

### Highlights

- Time Management
- SAP and SRM
- Cash Request / Cash handling
- Check Request
- Purchase Orders
  
- Microsoft Office: Word, Excel, PowerPoint, Outlook.
- Data Entry
- Filing and Maintaining Records
- Account receivable and Payment posting
- Timekeeping
- Calendar Maintains

### Accomplishments

Received a merit raise for strong attention to detail, exemplary customer service and team-player attitude.

### Experience

04/2016 to Current

Enumerator Company Name - City , State

- Collect demographic, economic and housing data on behalf of the U.S.
- Census Bureau.
- Responsible for canvassing neighborhoods, then documenting and reporting the information.
- Conducts surveys about the U.S.
- population, economy, governments and communities.
- Responsible for verifying household addresses and ensuring that all maps and address lists are correct.
- All collected census information, as well as documentation of hours, miles and expenses encountered Assist residents by reading forms and answering questions about the census.

10/2015 to 03/2016

Healthcare Advocate Company Name - City , State

- Respond to and resolve on the first call, customer service inquires and issues by identifying the topic and type of assistance the caller needs such as benefits, eligibility and claims, financial spending accounts and correspondence.
- Help guide and educate customers about the fundamentals and benefits of consumer-driven health care topics to include managing their health and well-being by selecting the best benefit plan options, maximizing the value of their health plan benefits and choosing a quality care provider Intervene with care providers (doctor's offices) on behalf of the customer to assist with appointment scheduling or connections with internal specialists for assistance when needed Assist customers in navigating myuhc.com and other UnitedHealth Group websites and encourage and reassure them to become self-sufficient Owned problem through to resolution on behalf of the customer in real time or through comprehensive and timely follow-up with the member Research complex issues across multiple databases and work with support resources to resolve customer issues and/or partner with others to resolve escalated issues Provide education and status on previously submitted pre-authorizations or pre-determination requests Meet the performance goals established for the position in the areas of: efficiency, call quality, customer satisfaction, first call resolution and attendance.

02/2013 to 10/2015

Receptionist II Company Name - City , State

- Performed varies administrative tasks requiring the exercise of discretion and judgment and provided administrative support to faculty and staff in the Critical Care Department.
- Greets visitors and directs them to the appropriate staff.
- Initiates purchase orders, and travel reimbursements in SAP.
- Answered the telephone and assists callers; reads and routes incoming mail.
- Overseen the filing and maintenance of correspondence and other records, and entered, tracked and maintained timesheets for division employees and faculty.
- Strong proficiency in Excel (pivot tables/data creating and formatting) for reports.
- Maintained and provided assistance with the interpretation of various reports and forms.
- Developed and maintained databases, data forms, and progress reports.
- Flexible, highly organized, productive, & possess exceptional time management skills.
- Experience with manuscript preparation and Endnotes with attention to detail and accuracy.

11/2012 to 01/2013

Front office Assistant Company Name - City , State

- Greeted patients.
- Answering multi-line phone and route to appropriate department.
- Scheduling and conforming the appointments.
- Registering new patients.
- Updated records for established patients.

Education

05/2016

Bachelor of Business Administration : Healthcare Management American InterContinental University - City , State Healthcare Management

04/2011

Medical Billing and Coding

HIPAA Privacy & Security Certification Sanford Brown College - City , State

06/2010

Certified Nursing Assistant 08/2010 Aids for Home and Healthcare Pasadena, TX Alief Hasting High School

Languages

Fluent in Spanish

Skills

administrative, administrative support, attention to detail, benefits, Cash handling, com, Critical Care, customer satisfaction, Customer Service, Data Entry, databases, documentation, Filing, financial, forms, interpretation, managing, Medical Billing, Excel, mail, Microsoft Office, Outlook, PowerPoint, Word, Nursing, pivot tables, Coding, progress, quality, reading, real time, reporting, Research, SAP, Scheduling, Fluent in Spanish, surveys, telephone, phone, Time Management, type, websites