

## ADMINISTRATIVE ASSISTANT

### Experience

ADMINISTRATIVE ASSISTANT , 06/2019 to Current

Company Name " City , State

- Performed general office duties, including answering multi-line phones, routing telephone calls or messages to appropriate staff and greeting visitors
- Reviewed and corrected claim errors to facilitate smooth processing Identify issues and took appropriate action to deliver speedy resolution Post payments to accounts and maintained records Verify client information by analyzing existing evidence on file
- Assure timely verification of insurance benefits prior to patient procedures or appointments
- Maintain strong knowledge of basic medical terminology to better understand services and procedures
- Fostered relationships with customers to expand customer base and enhance loyalty and retention
- Collaborated with carriers to resolve discrepancies in insurance payments
- Documented and tracked customer account details
- Handled billing related activities focused on medical specialties
- Examined claims, records and procedures to grant approval of coverage

HOME HEALTHCARE AIDE , 12/2016 to Current

Company Name " City , State

- Dressed, groomed and fed patients with limited physical abilities to efficiently handle basic needs
- Developed strong and trusting rapport with each patient to facilitate best possible care and assistance
- Ran errands for clients and transported to appointments to maintain wellness and support daily living needs
- Organized and administered medications on clear schedules to help alleviate symptoms and optimize quality of life
- Completed data entries in charts and log books to document client progress
- Mopped floors, vacuumed, washed dishes and performed array of other household chores to assist clients

OFFICE ASSISTANT , 09/2017 to 09/2019

Company Name " City , State

- Greeted persons entering establishment, determined nature and purpose of visit, and directed or escorted them to specific destinations
- Dispersed incoming mail to correct recipients throughout office
- Organized files, developed spreadsheets, faxed reports and scanned documents
- Scheduled appointments on behalf of staff members to keep office operations smooth and efficient
- Tracked office stock and maintained inventory in neat and organized fashion
- Managed building access and supplied key cards to employees and visitors
- Filed and retrieved records to support business needs and boost team productivity

UNIT CLERK , 06/2018 to 11/2018

Company Name " City , State

- Cleaned and sterilized instruments and disposed of contaminated supplies
- Processed monthly reports for department performance
- Scheduled and confirmed patient appointments with patients and healthcare professionals
- Answered patient questions and fielded complaints
- Coordinated between patients and healthcare professionals to meet patient needs
- Coordinated supply replenishment to meet expected unit demands
- Administered physical and digital filing systems, keeping records well-organized and easily retrievable by team members
- Organized ordered medical tests, including sample collection and patient transportation
- Supported clerical needs of more than 10 nurses including taking messages, scanning documents and routing business correspondence

DAYCARE TEACHING ASSISTANT , 03/2016 to 08/2016

Company Name " City , State

- Escorted children on outings and trips to local parks and zoos Disciplined children and recommended other measures to correct behavior Communicated with children's parents or guardians about daily activities, behaviors, and problems Provided students with personalized educational, behavioral and emotional support Cleaned and organized classrooms, materials, and supplies for maximum efficiency Observed children and recorded activities, maintained daily records and created safe environments during activities, meals and naps Distributed classroom materials and supplies such as pencils, paper and art materials Kept over 10 students safe in classroom and outside environments.

### Work History

ADMINISTRATIVE ASSISTANT , 06/2019 to Current

Company Name " City , State

- Perform general office duties, including answering multi-line phones, routing telephone calls or messages to appropriate staff and greeting visitors Review and corrected claim errors to facilitate smooth processing Identify issues and took appropriate action to deliver speedy

resolution Post payments to accounts and maintained records Verify client information by analyzing existing evidence on file Assure timely verification of insurance benefits prior to patient procedures or appointments Perform various administrative functions, including filing paperwork, delivering mail, sorting mail, office cleaning and bookkeeping Accurately input all patient and insurance information into company's computer system using Maintain strong knowledge of basic medical terminology to better understand services and procedures.

#### HOMEWATCH CAREGIVERS , 12/2016 to Current

Company Name " City , State

- Provide patients with help moving in and out of beds, baths, wheel-chairs, and automobiles and with dressing and grooming Care for patients by changing bed linens, washing and ironing laundry, cleaning, and assisting with their personal care Plan, purchase, prepare, and serve meals to patients or other family members, according to prescribed diets Accompany clients to doctors' offices Massage patients and apply preparations or treatments, such as liniments, alcohol rubs, and heat-lamp stimulation Ensure clients' well-being, safety, and comfort in adherence with physicians' orders Supervise frequent activities such as medication and personal hygiene to ensure safety Complete data entries in charts and log books to document clients' progress with accuracy Dress, groom and feed patients with limited physical abilities to efficiently handle basic needs.

#### OFFICE ASSISTANT , 09/2017 to 09/2019

Company Name " City , State

- Greeted persons entering establishment, determined nature and purpose of visit, and directed or escorted them to specific destinations Filed and maintained records Collected, sorted, distributed, and prepared mail, messages, and courier deliveries Provided information about establishment, such as location of departments or offices, employees within the organization, and services provided Performed duties, such as taking care of plants and straightening magazines to maintain lobby or reception area Scheduled appointments and maintained and updated appointment calendars Copied, sent faxes, and handled all incoming and outgoing correspondence Answered and quickly redirected calls.

#### MICHIGAN MEDICINE , 06/2018 to 11/2018

Company Name " City , State

- Cleaned and sterilized instruments and disposed of contaminated supplies Processed monthly reports for department performance Scheduled and confirmed patient appointments with patients and healthcare professionals Answered patient questions and fielded complaints Coordinated between patients and healthcare professionals to meet patient needs Monitored infection control procedures to ensure facility-wide health and safety Maintained patient charts and confidential files Coordinated supply replenishment to meet expected unit demands.

#### DAYCARE TEACHING ASSISTANT , 03/2016 to 08/2016

Company Name " City , State

- Escorted children on outings and trips to local parks and zoos Disciplined children and recommended other measures to correct behavior Communicated with children's parents or guardians about daily activities, behaviors, and problems Provided students with personalized educational, behavioral and emotional support Cleaned and organized classrooms, materials, and supplies for maximum efficiency Observed children and recorded activities, maintained daily records and created safe environments during activities, meals and naps Distributed classroom materials and supplies such as pencils, paper and art materials Kept over 10 students safe in classroom and outside environments.

#### Education

Bachelor of Science : Health Administration , Expected in 2020

EASTERN MICHIGAN UNIVERSITY - City

High School Diploma : 2016

MIFFLIN HIGH SCHOOL - City

High School Diploma : 2016

FORT HAYES CAREER CENTER - City

#### Summary

Committed and motivated Administrative Assistant with exceptional customer service and decision making skills. Strong work ethic, professional attitude and great initiative. Passionate about business success and talented at supporting company staff, office personnel and customer needs.

#### Certifications

First Aid & CPR

#### Highlights

- Records management systems
- Excel spreadsheets
- Meeting planning
- Database entry
- Appointment scheduling
- Senior leadership support
- Insurance processing

#### Skills

• Administrative functions, Administrative Support, art, automobiles, basic, changing bed linens, benefits, bookkeeping, charts, CPR, client, clients, Data Entry, emotional support, faxes, filing, First Aid, general office duties, infection control, insurance, lamp, laundry, sorting mail, materials, serve meals, medical terminology, Administering medication, mail, office, Office administration, Provide patients with help, progress,

reception, routing, safety, scheduling, Sorting, Spreadsheet, telephone, phones, Time management, Travel Arrangements