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## MULTI-DIMENSIONAL HEALTHCARE ADMINISTRATIVE SPECIALIST

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### EXPERTISE

Office  
Management

Medical & Clinical  
Services

Client Relations

Provider  
Relations

Administrative  
Support

Account  
Management

Confidential  
Correspondence

Document  
Management

Team Leadership

Front Office  
Operations

Departmental  
Liaison

Innovative  
Problem Solver

Documentation/  
Record Keeping

Medical  
Transcription

### QUALIFICATIONS SUMMARY

Proven record of facilitating support services and managing fast-paced office operations. Strong organizational and communication skills with the ability to concurrently direct multiple business affairs. A multitude of versatile skills transfer into any administrative setting to create and maintain high levels of efficiency and productivity. Advanced understanding of customer needs with diligent attention to detail resulting in superior customer service and high levels of client satisfaction. Trusted consultant, liaison and assistant.

### RELEVANT PROFESSIONAL EXPERIENCE

Diversified Resources, Inc.

Nahunta, GA

#### **Program Assistant**

- Oversee and maintain daily administrative operations to enhance and support a cohesive and efficient office environment.
- Create client charts and maintain SOURCE, HCBS, and CCSP assessment and reassessment packets folders.
- Communicate with physicians and physician's staff, medical records staff, clients and client's families to effectively meet client needs.
- Immediately resolve issues between clients and providers with meticulous documentation for accurate record of the incident.
- Conduct monthly telephone contact with members/clients to follow-up on provided services and address any changes.
- Prepare PCP reports, end of month activity reports, and quality review reports.
- Direct all mail metering, recordings, drop-offs and pick-ups.

Folkston Family Practice

Folkston, GA

#### **Administrative Assistant**

- Maintained front office operations for alignment with company objectives to streamline the flow and enhance service.
- Operated high-volume phone system and maintained daily direct and indirect client relations operations including acting as point of contact for patients, handling high volume phone system and scheduling appointments.
- Created, maintained, coded and charged patient accounts.
- Responsible for practice finances including verification of account deposits and payment of office expenditures.
- Conducted opening of additional office location including scheduling, creating, maintaining and updating of charts and all medical transcription.