

add descriptions of employment to cover notes

take out bullet points make resume narrative

AREAS OF STRENGTH

- | | | |
|-----------------------|-----------------|------------|
| ▪ Multi-Task | Detail-Oriented | Personable |
| ▪ Customer Service | Organized | Dependable |
| ▪ Conflict Resolution | Time Management | Persistent |
| ▪ Process Improvement | Discreet | Creative |
- Comfortable executing a variety of tasks in a fast-paced and changing environment

ACADEMIC BACKGROUND

- TESST College of Technology, Beltsville, MD May 2005 to January 2006
Externship was performed at Georgetown University Hospital and Laurel Medical Associates

PROFESSIONAL EXPERIENCE

make resume paragraph format

Department of Veterans Affairs, Washington, DC
Medical Support Assistant- Emergency Department

April 2015 to Present

- Act as liaison between ED staff and management to ensure coverage when needed
- Educate new staff on policies, procedures and provide ED registration training
- Provide data/reports related to Emergency Department encounters to Chief of Emergency Room
- Assist social workers with daily operations when needed
- Perform clerical and administrative functions to maintain patient data
- Register Veterans upon arrival to the Emergency Department
- Input veterans data to ensure accurate treatment and care
- File, scan and copy documents into medical records
- Relay information to Medical Staff to ensure proper treatment for all patients

Georgetown Pain Management, LLC, Greenbelt, MD
Office Coordinator

April 2013- Dec. 2014

- Provided employment information to all persons of interest in employment
- Provided input on performance, resolved daily workplace issues and maintain efficient workflow
- Ensured accurate and timely scheduling of appointments and procedures
- Oriented and provided on-the-job training for all new employees
- Ensured all training requirements were met according to company policy and procedure
- Collected all necessary documents for application processing
- Assisted with arranging interview schedules for applicants and schedule appointments
- Compiled application packages for review
- Responsible for posting vacancy announcements on various job search engines via the internet
- Responsible for obtaining pre-authorizations from managed care health plans.
- Responsible for answering all phone calls and greeting all visitors upon arrival
- Process all incoming and outgoing correspondence
- Use internal messaging system to relay all messages from patients to office personnel
- Collect co-pays via point of sale transactions, cash or checks
- Daily balance for checks and credit card transactions against computerized total
- Scan all patient documents into EMR system.

Anivea Robinson

Jan 2009- Dec 2012

Advanced Pain Medicine Institute, Greenbelt, MD

Surgical Scheduler

- Scheduled patients for surgical procedures.
- Plan and organized work and surgical schedule with general assistance from supervisor
- Received and notated instructions from the physician, initiating the surgical posting information.
- Provided additional explanation and materials of the procedure to the patient and their representatives.
- Directed the pre-authorization process, verifying that the insurance pre- authorization is received as well as all required PCP referrals.
- Verified all services are documented according to office policy and procedures.
- Completed the surgical coordination process by providing documentation of instructions to patients.

APS Healthcare, Silver Spring, MD

Jan 2007- Aug 2008

Credentialing Specialist

- Contacted providers to verify information.
- Re-Credentialed applications as needed.
- Updated provider's profiles with current demographic information.
- Updated National Provider Identification Numbers accordingly.
- Verified date with source documents to ensure accuracy.
- Executed independent and group contracts.

***Computer Skills:** Encite, Medical Mastermind, Electronic Clinical Works, MS Office (Word, Excel, PowerPoint, Outlook) Certifications, Administrative Support, 10-Key, Internet Research, Excellent Customer Service Skills.*