

SUMMARY OF QUALIFICATIONS

Resourceful, self-motivated individual with excellent attitude. Diligent and detail-oriented in completing tasks efficiently with great initiative. Strong hands on background with a keen awareness to evolving standards. Passionate about personal and professional development. Highly devoted and efficient with exceptional work ethics. Technically proficient with Windows and Mac software and hardware. Outreach oriented with the soul purpose of serving as a resource for our communities.

WORK EXPERIENCE

Skills Instructor

Fidelity House Human Services, Lawrence, MA June 2015 – Nov 2015

Responsible for providing exceptional attention to individuals with developmental disabilities. Maintain assigned group home in order by making sure everything is clean and organized. Help cook, clean, medicate and watch over individuals who have different health requirements. Provide residents with assistance if needed but also help to promote an independent life style as much as possible. Coordinate and facilitate outings in order to engage individuals in their communities. Work with program directors and the rest of our staff to enhance every individual's life in every way possible. Assist in raising awareness for individuals with developmental disabilities and their ability to become a part of our community.

Community Outreach Coordinator / Patient Service Coordinator

Guardian Healthcare LLC, Home Care Providers, Boston MA 2013 - 2015

Responsible for executing business development activities and making modifications as needed. Generated and helped to establish leads on accounts for new home care business. Created, promoted and distributed marketing materials through community outreach and social medias to raise awareness about Guardian Healthcare services. Initiated and helped facilitate public relations projects. Provided translation as needed. Provided technical support and training to staff as requested. Maintained and monitored budgets in concert with administrators. Helped to modify and create company documentation in order to optimize our efforts. Served as the go to person for patients, family members, healthcare providers and company nurse with the purpose of maintaining exceptional communication and quality service throughout.

Office Administrator

Healthy Solutions Primary Care, Lawrence, MA 2011 – 2013

Answered, screened and transferred calls on high volume multi-line phones. Managed and coordinated schedules for all medical providers. Verified insurance coverage's, processed referrals and prior authorizations. Assisted patients with enrollment and or necessary changes with their insurance provider. Coordinated and delegated tasks among all staff members and worked with them to maintain a good workflow. Contacted and responded to hospitals, specialists and pharmacies on a continuous basis to assure the patients needs and the doctor's request were met. Scanned and filed records, reports, letters, prescriptions, X-rays and other documentation accordingly. Processed payment transactions and created payment plans. Maintained office supply inventory and budget. Helped resolve any problems and inquiries that arose.

EDUCATION

Certified Long Term Care Ombudsman in the State of Massachusetts

Obtained G.E.D in 2013

SKILLS

Bilingual

C.P.R & First Aid Certified

Exceptional Communication Skills

Good Interpersonal Skills

Great Team Player

Good Writing and Problem Solving Skills

Organization and Planning Skills

Community Outreach Skills

Marketing Skills

Reference available upon request