

PROFESSIONAL SUMMARY

Versatile and tech-savvy Professional with adeptness in Professional and Business Services, Health Care and Social Assistance and Finance and Insurance industries. Able to multitask and proficient at driving projects to on-time completion in complete alignment with quality standards. Articulate communicator skilled at building and strengthening positive relationships with clients and senior leadership. Proficient in information management and a wide range of software platforms and programming languages. Adept at streamlining workflow processes for federal agency departments, hospital leadership, attorneys, state programs and insurance companies. Energetic and goal-oriented with a performance record and a well-rounded background in optimizing internal quality controls. Currently seeking a position which will effectively utilize the skills, abilities, and areas of knowledge as follows:

- ◆ Administrative Leadership
- ◆ Financial Support
- ◆ Customer Relations
- ◆ Brainstorming & Problem Solving
- ◆ Meeting Coordination
- ◆ Appointment Scheduling
- ◆ Payroll Processing
- ◆ Quality Assurance & Improvement Methods
- ◆ Regulatory Compliance & Document Analysis
- ◆ Accounts Payable & Receivable
- ◆ Account Management
- ◆ Time Management
- ◆ Conflict and Negotiation Management
- ◆ Transaction Processing
- ◆ Data Abstraction & Entry
- ◆ Medical Terminology
- ◆ Record/File Maintenance
- ◆ Internet/Online Research
- ◆ Team Collaboration & Training
- ◆ Database Administration & Management
- ◆ Billing/Invoicing
- ◆ Bank Reconciliation
- ◆ Expense Reporting
- ◆ Data Tracking & Analysis
- ◆ Alternatives & Root Cause Analysis
- ◆ Multi-criteria Decision Analysis
- ◆ Calendar Management
- ◆ Spreadsheet Building & Reporting
- ◆ Material Purchasing
- ◆ Electronic Medical Records (EMR)
- ◆ File Mitigations
- ◆ Project Management Cycling
- ◆ Job Aid & Template Formations
- ◆ Email File Synchronizations
- ◆ Customized Call Assessments
- ◆ Application Audits
- ◆ Public Relation Conservancy
- ◆ Business Management & Authentication
- ◆ Financial Program Maintenance
- ◆ Diplomacy & Deadlines
- ◆ PII & HIPPA Defense Care
- ◆ Data Visualization Creations
- ◆ Project work environments include: Agile, Iterative, Adaptive and Hybrid
- ◆ Collaboration of large scale, federal agency projects

CAREER OVERVIEW

Agency Supported: **U.S. Small Business Administration (SBA)** | Contract Name: **SBA Office of Disaster Assistance** 05/2020 – 10/2021

Highlight Technologies (Prime Contractor) – *SBA Team Lead Loan Specialist/Officer, Contractor – Telecommute* 05/2020 – 10/2021

Highlight Technologies (Prime Contractor) – *SBA Team Lead Case Manager, Contractor – Telecommute* 10/2020 – 04/2021

Full-Time – 40 hours per week

- ◆ Completed over 2,300 files that included processing, origination, servicing, or liquidating transactions for SBA loans; completed 70 + quality call assessments per day to business applicants on occasion.
- ◆ Analyzed requests from business applicants; Independently concluded the data needed to analyze/evaluate requests made by the principal.
- ◆ Examined requests for the financial condition of the principal and their impact regarding several components concerning the SBA if approved.
- ◆ Reviewed financial statements using cash flow projections and ratio analysis; this was necessary to detect trends in the business's financial condition and initiate appropriate corrective actions.
- ◆ Oversaw and conducted the research necessary to assist the principal in answering inquiries regarding recently submitted actions and requests.
- ◆ Utilized various software programs to perform daily tasks, including Microsoft Office and several of its applications. Integrated Data Infrastructure that included web applications with Data Mining and Data Warehousing techniques to provide streamlined processes for task automation.
- ◆ Collaborated with 949 + people by either email, Webinar or Microsoft Teams chat and meeting within the last 12 months. The types of collaboration used were *team* (functional and cross-functional), *cloud*, *video*, *community*, *internal*, *external*, *virtual* and *strategic alliance*.
- ◆ Completed six major projects varying from one to six months each. My role as team lead covered the project's initial phase to the project's final stage which expanded my experience in mapping business processes and workflows. Big Data was managed across various loan servicing platforms and the loan lifecycle was developed from origination to reporting.
- ◆ Completed audits for team colleague files and distributed guidelines and protocol for current and new projects.
- ◆ Created a data dictionary that included disclaimers, templates and correspondence. Also, crafted business strategy, business blueprints and business processes that led to systematic workflow advances.

UnitedHealth Group · *Clinical Administrative Coordinator-Telecommute - Full-Time – 40 hours per week* 10/2016 – 07/2018

- ◆ Completed over 24,000 ICP Provider and Member plan of care mailings with trackable audit scores of 100% accuracy; the target number for the position was approximately 11,000 annually.
- ◆ Compiled/gathered, handled and distributed prior authorizations and PHI daily while staying HIPPA compliant.
- ◆ Consistently met project deadlines and exceeded target goals within 24-hour timeframes.
- ◆ Had flexibility in a constantly changing environment of duties and tasks and understood, interpreted and comprehended business data.
- ◆ Continually learned how to navigate new software, platforms, and systems of the current role and beyond.
- ◆ A client/customer – first mentality led to top-notch quality management and clear communication skills that were top priorities incorporated into achieving daily success rates.

CIOX Health · *Client Service Specialist - Part-Time – 20 hours per week* 10/2004 – 10/2016

- ◆ Delivered frontline EHR (Electronic Health Record) support to a diverse range of clients, including attorneys, hospitals, state programs (Medicaid, Medicare, etc.), and insurance companies.
- ◆ Validated and submitted all record requests in strict adherence to Health Insurance Portability and Accountability Act (HIPAA) guidelines and EPIC health care management statutes.
- ◆ Distributed invoices, resolved billing issues, and collected payments. Performed quality checks to maintain alignment with strict accuracy standards.
- ◆ Boosted client satisfaction through the completion of same-day processing of 50,000+ requests.
- ◆ Educated clients regarding new delivery features that resulted in a 75% decrease in processing times.
- ◆ Appointed as internal consultant specialist on health information management (HIM) issues.

Parameds, Inc. · *Requirements Retrieval Specialist, Telecommute - Part-Time – 30 hours per week* 2011 – 2013

- ◆ Resolved record inquiries for medical practitioners and third parties, working as a Subject Matter Expert and negotiation arbiter.
- ◆ Collaborated with case managers to review medical records and make referrals as judged necessary.
- ◆ Worked with producers and commercial underwriters to complete requests by obtaining the client's claim and premium history.
- ◆ Worked in a call center virtual atmosphere and initiated communication with medical facilities via phone, email, fax, and mail to complete the release of information transactions.
- ◆ Leveraged time management expertise to successfully manage 100+ cases simultaneously daily.
- ◆ Maximized data accessibility and security by persuading clients to utilize the new upload feature.
- ◆ Processed online payments daily by credit card or personal check to complete attending physician's statement (APS) transactions.

Ken Forging, Inc. and Ohio Job & Family Services · *Administrative Assistant - Part-time – 30 hours per week* Temporary Position(s)

- ◆ Facilitated efficient business operations by supplying information management and accounting support.
- ◆ Established, updated, proofread, and maintained countless electronic files, including reports, employee records, and client data.
- ◆ Calculated payroll, reconciled accounts, invoiced clients and processed several reports (sales, etc.)
- ◆ Minimized accounting project processing time by personally completing all monthly reports, heavy data entry.
- ◆ Updated the filing system and filed checks and invoices; processed several manuals and procedural documents.
- ◆ Supported human resources and accounting departments in an agency staffed by 200+ summer employees.
- ◆ Assisted managers throughout client screening, onboarding and implementation processes and served as liaison to local businesses and employers.
- ◆ Verified peer attendance, distributed payroll and provided customer service.
- ◆ Raised awareness of county transportation by disseminating brochures at public meetings.
- ◆ Cross – trained for multiple departments assisting with correspondence and records maintenance.
- ◆ Completed special projects as delegated by management.

EDUCATION, DEVELOPMENT & AUTHORIZATION(S)

Bachelor of Business Administration and Management: Kent State University, Ashtabula, OH

Business and Computer Technology Technical Certificate: A-Tech, Jefferson, OH

Background Report: Issuer – HireRight, LLC, Tulsa OK [April 2022]

- I. **Certified OSHIP Counselor**- State Certified Counselor that assisted Medicare beneficiaries and seniors with disabilities in learning how to enroll in Health Plans for Medicare/Medicaid, HMO/PPO, Medicare Advantage Plans, Supplemental Insurance, Prescription Drug plans and more.
- II. **Online Notary Public & Certified Notary Public Signing Agent** - background screened with Errors and Omissions insurance. Administered hundreds of loan closings including - Auto - Commercial - Construction – Conventional - Debt Management – Deed In Lieu - Employment Verifications (I-9's) - FHA - HELOC – Inspections - Loan Modifications - OHFA - PMPA/RPA – Purchase -Refinance - REO – RESPA - Reverse Mortgage- Structured Settlements – VA. Preparation included printing, mailing (overnight via UPS and FedEx), e-mailing and faxing all types of mortgage documents for several banks, lenders and title companies from all over the country. Former Notary Ambassador for the state of Ohio designated by the National Notary Association.
- III. **Trusted Enrollment Agent** – Identified individuals for companies throughout the country. Completed ExoStar Trusted Enrollment Agent Training, TEA SAFE Bio-Pharma Training, and TEA Specialization Training.
- IV. **Certified Healthcare Compliance Auditor** – Certification issued by TrendSource, Inc.

- V. **Data Analyst (Consulting Abstractor)** - Researched, gathered, processed, and posted large volumes of data; uploaded thousands of data lines using Microsoft Excel and OpenOffice. Converted and saved the data to .csv and .xls formats to send through FTP for data loading.

TECHNICAL PROFICIENCY

Microsoft Office 365 (Teams, Word, Excel, PowerPoint, Outlook, Dynamics 365, To Do, Calendar, OneDrive, Lists, MyAnalytics, Sway, Whiteboard, Visio) Adobe, Cash Flow Analysis Calculator. 10-key, Windows OS: XP, VISTA, 7, 8 & 10