

ROSEMARY NGIGI | Curriculum Vitae

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CAREER PROFILE SUMMARY

Results-oriented and highly skilled Admin and Operations Assistant with a successful track record in managing and streamlining administration processes. Adept at utilizing effective communication and organizational skills to facilitate seamless coordination between team members, clients, and stakeholders. With a keen eye for detail and a commitment to excellence, I excel in optimizing workflows, enhancing productivity, and driving operational efficiency.

Passionate about contributing to the success of the organization, I am dedicated to delivering high-quality support and exceeding expectations in all aspects of administrative and operational responsibilities. Proven ability to prioritize tasks and multitask effectively in fast-paced environments while maintaining a high level of accuracy and attention to detail. Strong problem-solving abilities and a proactive approach to identifying and resolving issues. Committed to supporting organizational goals and driving operational efficiency through strategic planning and execution.

In addition, I possess a comprehensive knowledge of admin and operation strategies and best practices, garnered from a successful track record across various industries. My expertise extends to strong negotiation abilities, allowing me to secure payment arrangements and settlements effectively. With a proven ability to adapt and thrive in dynamic environments, I am poised to leverage my diverse skill set to drive success and innovation in any administrative or operational role.

KEY SKILLS AND COMPETENCIES

- **Effective Communication:** Well-versed in a clear and persuasive communication skill with clients, and collaborative communication with internal teams, and legal professionals.
- **Analytical Abilities:** Capability to analyze data, identify trends, generate insights and reports, and make informed decisions to support operational objectives.
- **Confidentiality Compliance:** Commitment to maintaining confidentiality by upholding ethical standards and handling sensitive information with discretion and professionalism.
- **Customer Satisfaction:** Proven track record of implementing strategies to improve customer satisfaction scores and enhance overall service quality through Home Care Pulse.
- **Customer Relationship Management:** Demonstrating ability to effectively communicate with clients, referral sources, and internal team members to ensure smooth transitions and excellent customer service through CRM software.
- **Time Management:** Capable to effectively allocate time and resources to complete tasks and projects while beating the deadlines.
- **Analytical Skills:** Skilled at analyzing data, generating insights, and making informed decisions to support operational objectives.
- **Data Entry and Management:** Experience in organizing and maintaining databases to streamline operations and improve efficiency while ensuring accuracy and completeness of information.
- **Resilience and Persistence:** Adept at maintaining resilience in the face of challenges and rejections and demonstrating persistence to achieve positive outcomes throughout the administrative and operations roles.
- **Continuous Improvement:** Proactively identifying areas for process improvement while collaborating with cross-functional teams to implement continuous improvement initiatives and drive organizational success.
- **ICT Competence:** Proficient in Office Software and Microsoft programs such as MS Suite, Word, PowerPoint, Excel, and Access.

Administrative & Operations Assistant (Virtual)/ A Better Life Homecare LLC: Boston, Massachusetts.

04/2023 –To Current

- **Medical Records Management:** Responsible for maintaining accurate and organized electronic health records (EHR) for clients, including their medical history, treatment plans, and insurance information, while strictly adhering to confidentiality guidelines, including those outlined by HIPAA
- **Insurance Verification:** Conduct thorough insurance verification processes by actively running clients' insurance and eligibility checks to ensure accurate coverage information, notifying the care managers of clients with insurance issues to hold services thereby facilitating seamless administrative processes.
- **Customer Relationship Management:** Collaborate with the Outreach and HR departments to process referrals through CRM portfolios, tracking interactions and progress stages before the admission process, ensuring effective communication and coordination.
- **Communication Follow Ups:** Coordinate with healthcare providers, caregivers, and other stakeholders to facilitate effective communication and coordination of care, ensuring all parties are informed and involved in the care process.
- **Administrative Support:** Provide general administrative support, including managing phone calls, handling correspondence, maintaining calendars, and organizing meetings and events, ensuring smooth day-to-day operations.
- **Referrals Intake/Client Coordination:** Processing referrals submitted by the outreach time to ensure they are admitted to various Agency's programs in a timely manner as well as full appointments, as well as following up with healthcare professionals to obtain medical records.
- **Email/Fax Correspondence:** Review emails and faxes, providing correspondence and following up with the team to ensure effective communication between healthcare providers, patients, and other stakeholders, ensuring accurate and timely exchange of information.
- **Departmental Coordination:** Coordinate with various departments within the organization, including Outreach, Intake and HR to ensure seamless operations and effective coordination, fostering collaboration and enhancing overall departmental efficiency to better serve customers.
- **Prior Authorization (PA) Requests, submission and Follow-up:** Submit prior authorization requests to insurance companies and follow up to ensure timely approvals are obtained, coordinating with healthcare providers and insurers to facilitate access to necessary services and treatments for clients, thereby enhancing patient care and satisfaction.

Administrative Assistant (Virtual)/ HealthCare Star Home Health LLC: Columbus, Ohio.

01/2020 - 04/2023

- **Email/Fax Correspondence:** Reviewed emails and faxes and provided correspondence on inquiries and requests from patients, healthcare providers, and external providers.
- **Payroll:** Assist with payroll processing tasks, including verifying timesheets, calculating wages, and ensuring compliance with payroll regulations, contributing to accurate and timely payroll administration and employee satisfaction.
- **Employee Verification:** Run employees' credentials through web checks to verify their background information and credentials, ensuring compliance with organizational standards and regulations, and maintaining a safe and trustworthy workforce.
- **Records Management:** Maintained accurate and up-to-date patient records, including demographics, medical history, and treatment plans with discretion and professionalism.
- **Schedule Management:** Manage schedules for healthcare providers, caregivers, and clients, ensuring efficient workflow, and timely completion of tasks, contributing to overall operational efficiency and customer satisfaction.
- **Insurance Checks:** Provide support in preparing and submitting insurance claims, ensuring accuracy and completeness of documentation, and assist in processing billing and payments, contributing to the financial health of the organization and efficient reimbursement for services rendered.

- **Insurance Claims/Billing Processing:** Organized and participated in virtual meetings, prepared minutes, audits and reports as required.
- **Referral Processing:** Processed referrals through the admission process and maintained accurate and up-to-date patient records, including demographics, medical history, and treatment plans with discretion and professionalism.

Administrative Assistant / Trinity Medical Center

09/2019 - 12/2019

- **Front Desk Operations:** Managed front desk operations, including answering phones, directing inquiries, and ensuring a welcoming environment for patients.
- **Administrative Support:** Provided administrative support to clinic staff, such as scheduling meetings, preparing documents, and maintaining office files and databases.
- **Patient Registration:** Efficiently registered and check in patients, verify demographic and insurance information, and update patient records as needed.
- **Appointment Scheduling:** Coordinated patient appointments, manage the clinic's scheduling system, and communicate appointment details to patients.
- **Record Maintenance:** Managed physical and electronic files, ensuring proper labeling, indexing, and archiving, and assisted other team members and departments as needed, contributing to project coordination and collaborative efforts.

EDUCATION AND TRAINING

Bachelor of Science in Economics

08/2019

Jomo Kenyatta University of Agriculture and Technology

Kenya Certificate of Secondary Education

Chinga Gilrs High School

01/2014

PROFESSIONAL COURSES

- Diploma in Administrative Procedures and Office Support, Alison, 2024
- Computer Packages (Word, Excel, and PowerPoint), Driving and Computer College, March 2015

REFERENCES

- Edith Sanya, Executive Director, A Better Life Homecare, ekibochi@ablhomecare.com (+1 413-209-8866)
- Samuel Gichuhi, Director, Healthcare Star Home Health, info@healthcaresstarhome.com (+1 614 956-8242)
- Erick Odhiambo, Operations Manager, Trinity Medical Center, erickobisah@gmail.com (+254 723 931 585)