

Client Name

Contact information

Summary of Qualifications

As an Administrative Assistant with a background in Human Resources, I am well positioned to provide administrative support for HR teams as a HR Coordinator. Through my supervisory roles at Old Navy and MacDonal'd's, I gained a through knowledge of basic labor law, including EEOC, ADA, and FMLA.

Software Skills

MS Office, PeopleSoft, PayCom HRIS, AMISYS, AWD database, Kronos

Professional Experience

Hospital Name Care Connect

2016 – present

Administrative Support

- Responsible for correspondence in response to member complaints and appeals
- Enter member records into AMISYS portal
- Document claims and follow-up outcomes
- Assist with the collection and analysis of large amounts of member data for department audit
- Manage external vendor relationships to develop risk adjustment initiatives
- Develop project plan for training purposes
- Create and enter data to Excel spreadsheets
- Collaborate with internal teams regarding work flow process improvement
- Provide analysis of member electronic records using NCQA analytics to produce HEDIS results

Human Research Protection Program

2015 – 2016

Administrative Support Associate

- Responsible for department schedule and booking meetings on Outlook
- Provided followed-up on pending studies
- Maintained department supply and prepare copies of reports
- Performed receptionist duties

P.S.C.H Inc.

2014 - 2016

Direct Care Counselor

- Assist individuals with developmental disabilities and mental health disabilities with preparation of daytime activities; encourage good personal hygiene, and appropriate behavior

Old Navy

2013 - 2016

Business Operation Manager

- Conducted phone screening to vet potential job candidates
- Coordinated recruitment and interviews
- Evaluated effectiveness of training programs and produce reports on staff performance
- Assisted employees with new hire paperwork
- Developed welcome packs for new employees
- Provided insights on employee incentive programs

**McDonald's
Shift Manager**

2011 - 2013

- Processed newly recruited and terminated employee files
- Maintained and updated employee files and training records
- Provided support through coaching and mentoring management in conducting performance appraisal and reviews
- Participated in management/employee dispute resolution

Education

Lehman College/CUNY

Expected 12/2016

B.S. – Health Services Administration, Dean's List