

## ADMIN OPERATING ROOM ADMINISTRATIVE COORDINATOR

### Career Overview

Self-motivated individual with over 10 years' experience in prioritizing and completing tasks in a timely manner, yet flexible to multitask when necessary. Customer focused with diverse industry experience including insurance, non-profit and retail.

### Skill Highlights

Microsoft Office Suite (Word, PowerPoint, and Excel), PeopleSoft, ADP Payroll.

### Core Accomplishments

#### *Multitasking*

- Demonstrated proficiency in telephone, e-mail, fax and front-desk reception within high-volume environment.

### Professional Experience

11/2007 to Current

Admin Operating Room Administrative Coordinator Company Name 1/4 City , State

- Schedule and maintain the main operating room and surgical day care schedules for physician.
- Comfortable in interacting with all levels of the organization and public.
- Able to make decisions independently and quickly with minimal escalations.
- Successful adjusting to stressful conditions.
- Consistently maintains a courteous, helpful, and professional manner with all interactions with all customers.
- Train new hires ensuring ability to efficiently perform assigned tasks without supervision.
- Multi-task effectively from scheduling surgical cases to the Dynamic Schedule and ordering specimens.
- Maintain high levels of all departmental policies and procedures Joint Commission: Accreditation Health Care and Certification (J.C.A.H.O) and the Health Insurance Portability.

09/2015 to 05/2016

Mental Health Counselor - Intern Company Name 1/4 City , State

- Managed 10-15 clients with diverse ethnics, religious, and socioeconomic groups of people; and assisted clients with living and working in their community.
- Assisted clients with severe mental illnesses and their families in accessing community services, maintaining housing, and being active in their recovery.
- Taught and educated clients on social skill building, how to manage stress and anxiety, independence, and empowers clients to use autonomy in mental health recovery.
- Acted as client advocate and coordinated required services and resolve crises.
- Maintained 90% productivity of billable services on a daily basis.

01/2013 to 05/2013

Healthcare Worker Assistant - Intern Company Name 1/4 City , State

- Conducted intake and assessment of families and determined the appropriate services needed.
- Counseled individuals in personal, academic, financial and career concerns.
- Responsible for providing direct care services to families eligible for Emergency Assistance and supported them as they worked towards a goal of self-sufficiency.
- Made appropriate referrals for on-going services (DCF, DPH for Families, DMH, DTA, etc.) Actively participated and engaged families in Activities of Daily Living (ADL).

05/2010 to 04/2015

Operating Room Surgical Scheduler Company Name 1/4 City , State

- Reviewed insurance and financial information with patients.
- Ensured timely and accurate distribution of daily surgery schedules.
- Schedule patients' surgical appointments and maintain up-to-date confidential of patient files.
- Trained and mentored new employees.
- Maintained high levels of all departmental policies and procedures, J.C.A.H.O.
- and the Health Insurance Portability and Accountability Act (H.I.P.A.A.).

07/2002 to 07/2010

Dietary Assistant Company Name 1/4 City , State

- Maintained established standards of sanitation, safety and food preparation.
- Supervised a staff of 7 assigned duties and adherence to company policies, procedures and guidelines.
- Ensured temperature goals are met prior to steam table transfer and maintained throughout meal service.
- Followed infection control guidelines for sanitizing equipment and cleaning the preparation room.
- Ensured equipment and work area are sanitized and maintained.
- Continued.

## Education

December 2016

MASTER OF SCIENCE DEGREE : Mental Health Counseling & Crime Justice Suffolk University 1/4 City , State Mental Health Counseling & Crime Justice

May 2013

BACHELOR OF SCIENCE DEGREE : Psychology Suffolk University 1/4 City , State Psychology

May 2013

BACHELOR OF ARTS DEGREE : Sociology Health Medicine and Body Suffolk University 1/4 City , State Sociology Health Medicine and Body

May 2009

Bunker Hill Community College 1/4 City , State

Criminal Justice & Psychology ASSOCIATE OF ARTS AND SCIENCE DEGREE Criminal Justice & Psychology

Languages

Fluent in French & Creole

Additional Information

- Honors & Affiliations Alpha Phi Sigma, inducted 2013 Alpha Kappa Delta, inducted 2013 The Eastern Middlesex Opioid Task Force The Massachusetts Child Psychiatry Access Project (MCPAP) Available for Relocation

## Skills

academic, ADP Payroll, C, client, clients, financial, Fluent in French, infection control, Insurance, mental health, Excel, Microsoft Office Suite, PowerPoint, Word, PeopleSoft, policies, safety, scheduling, supervision, surgery