

MEDIA ADMINISTRATOR

Professional Summary

Articulate Executive Assistant driven to succeed and bring value to any task. Strategic planning and client relationship management expert. Creative professional with extensive project experience from concept to development. Talents include customer service, excellent listening skills and communication skills.

Core Qualifications

Proficiency in

Word, Excel, Power Point, Lotus Notes/Outlook; Concur and Arriba - Internet

- Excel in leading teams and working independently
- Proactive and Results-oriented

Dedicated leader with a collaborative approach and result-driven focus

- Recognized for eliminating errors and inconsistencies

Experience

Company Name September 2014 to Current Media Administrator
City, State

- Review client accounts; manage budgets and monthly invoices.
- Request and process credits; communicate successfully with negotiators.
- Monitor multiple databases to keep track of discrepancies: clear in a timely manner; follow client guidelines.
- Successfully led key projects which resulted in completion before deadline.

Company Name January 2013 to September 2014 Customer Liaison Level I Department of Ophthalmology
City, State

- Answer inbound calls from patients and providers demonstrating Montefiore Excellence; schedule medical and diagnostic testing appointments, register new patients.
- Contribute to team effort by accomplishing related goals; excelled in quality scores.
- Effectively controlled the release of proprietary and confidential information for general patient lists.
- Manage multiple projects, competent in conflict resolution.
- Adhere to strict HIPAA compliance.

Company Name August 2012 to November 2012 Executive Assistant
City, State

- Provided assistance for Director of Medical House Calls Program preparing for Joint Commission Review; compilation of data and research.
- Successfully led special projects; reviewed patient satisfaction surveys, files and assisted administrative staff to meet deadlines.

Company Name April 2012 to June 2012 Executive Assistant
City, State

- Provided organizational support for Provost and administrative staff. Assigned to create spreadsheets for special projects, organized budget allocations for reconciling, reviewed student appeals and status.
- Prepared correspondence, accounting and financial documents for analysis.
- Responded to student requests and directed to appropriate persons, departments and resources.

Company Name October 2010 to November 2011 Licensed Health Insurance Agent Customer Care Specialist
City, State

- Received inbound calls for Humana Health Insurance Medicare Part C & D members.
- Identified billing and claims issues related to drug copay, deductibles, premiums and drug coverage; performed Rx calculations. Advised members of their out of pocket costs in coverage gaps.
- Adhered to HIPAA regulations, performed plan changes and enrollments for Medicare Advantage members during Annual Enrollment Period.
- Retrieved and updated customer information within various company databases; responded to member inquiries; resolved and/or reprocessed.

Company Name May 2006 to January 2010 Administrative Assistant
City, State

- Provided exceptional administrative support to C level executives including managing director, director and vice president in investment banking consumer foods department. Recommended while a contract employee by vice chairman to provide administrative support for

senior vice president and CFO for late phone coverage.

- Managed calendars and screened telephone calls for managing director, director and vice president, scheduled conference calls for interdepartmental meetings; acted as department gatekeeper.
- Prepared domestic and international travel itineraries including ground transportation.
- Prepared accommodations international guest clients confirming passport and visa requirements; liaised well with airlines and client offices to verify all relevant details.
- Created and processed expense reports for corporate charges in timely manner; confirmed accuracy and resolved personal charges.
- Set up high level breakfast and lunches and catering for guest clients, negotiated off site locations and confirmed budget with business director, planned specialty menus and coordinated activities for visitors.
- Reconciled purchasing orders for office supplies and expedited payments.
- Classified information and filed all sensitive documents in compliance with security procedures.

Education

Briarcliffe College Associate of Arts : Paralegal Studies City , State , USA

Completed 57 credits towards Associates of Arts Degree

Professional Affiliations

Member, Alumni Association Dress for Success Worldwide (2012-Present) Association of Professional Women's Group, Ambassador, Mentor

Member, Alumni Association Henry Street Settlement (2012-Present)

Job Essentials Training (JET)

Board Member, Community Action Plan for Emergency Preparedness 2014 - Present

Interests

Writer - Preparing for publication 2015

Volunteer - Community activities - Community Harvest

Skills

Administrative support, conflict resolution, meetings, Outlook