

Jessica Claire

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PROFESSIONAL SUMMARY

Experienced office manager highly skilled at administering business needs with efficiency and accuracy. Possess more than 13 years' experience coordinating operation needs and providing administrative support to improving team productivity.

Patient-oriented Ophthalmic Technician with a 18 year background performing diagnostic testing and patient administrative tasks. Welcoming and supportive with the ability to provide patient services to over 60 patients each day.

21 years of healthcare office experience. Proficient in record keeping, appointment setting and insurance processing. Offering an expert ability to coordinate staff and communicate with patients. Dedicated to business success and adept at supporting all staff and customer needs. Able to take on multiple simultaneous tasks with excellent time management abilities and a resourceful approach. Focused, dependable, hard working and professional communication abilities.

SKILLS

- Leadership
- Ability to work under pressure
- Excellent multi-tasking ability
- Organizational skills
- Deadline driven
- Fast learner
- Responsible
- Detail-oriented
- Efficient
- Teamwork
- Customer service
- Office management
- Scheduling
- Bilingual in English and Spanish

WORK HISTORY

TESTING SITE LEAD SPECIALIST 11/2020 to CURRENT

Abm | Wilmington, NC

- Actively assist patients with COVID-19.
- Collect, arrange and input information into database system.
- Make sure employees follow employee testing guidelines, patient contact and patient registration.
- Maintain overall safe work environment by always supervising staff wear proper PPE.
- Schedule employee appointments and prepare testing kits for daily employee testing.
- Develop and update tracking spreadsheets.
- Keep track of inventory to order or purchase supplies accordingly.
- Complete end of day reports.
- Manage employee schedules.

OFFICE MANAGER

09/2010 to 08/2020

Northshore | Vernon Hills, IL

- Supervised, hired, managed and trained office staff.
- Managed time and attendance activities, such as sickness, vacation, overtime, etc.
- Managed schedules and regulate scheduling conflicts as they arise.
- Offered an expert ability to coordinate staff and communicate with patients.
- Strategically planned methods to achieve operational goals and targets.
- Prepared office and surgery reports.
- Processed payments, prepared and established bank deposits.
- Oversaw office inventory activities, including ordering, shipment receiving and stocking.
- Established efficient workflow processes, monitored daily productivity and implemented modifications to improve overall effectiveness of personnel and activities.
- Proficient in record keeping and insurance processing.
- Handled general administrative duties, such as filing, faxing, copies, scanning, etc.
- Answered multi line phone system, scheduled appointments and answered patients questions or concerns.
- Facilitate timely check-in by greeting patients and established the purpose of their visit.
- Verified insurances, posted payments and billing.
- Surgery scheduling - obtaining patients medical history, consents, etc.
- Explained pre- and post-operative procedures to patients and carefully reviewed surgical plans.
- Prepared all surgery forms.
- Prescribed eye drops, electronically to pharmacy or over the phone.
- Scheduled all post-operative appointments.
- Created hospital orders.
- Patient work up - obtained chief complaint , ocular history, medical history, medications, allergies and past surgeries.
- Measured and recorded visual acuities, performed refractions and instilled anesthetic drops to check eye pressure.
- Obtained Keratometer, Lensometer, Autorefractor, IOL Master and all diagnostic imaging and testing.
- Operate ophthalmic equipment for patient eye examinations and prepared patients for examinations and surgeries.

AFQA LEAD DONOR PROCESSOR/PHLEBOTOMIST/CERTIFIED DESIGNATED TRAINER

02/2008 to 12/2010

Talecris Plasma Resources | City, STATE

- Verified donor identification to prevent cross donation.
- Created and maintained donor records to ensure accurate and up to date information.
- Conducted pre-donation medical screening in accordance with established guidelines.
- Made sure all machines were calibrated properly.
- Obtained donor vital signs, checked weight, temperature and pulse.
- Performed a finger stick to collect blood in order to test hematocrit and total protein.
- Performed donor pre donation history screening.
- Ensured all donor screening information was complete and accurate prior to donation.
- Performed clerical duties, such as data entry, answering phone and filing.
- Monitored expiration of medical supplies.
- Prepared employee schedules.
- Ensured all procedures in front area were being performed accordingly to the SOP.
- Cleaned and maintained front area as necessary to ensure donor and employee safety.
- Maintained efficient and fast work flow.
- Trained employees.
- Crossed trained as phlebotomist.

OPHTHALMIC MEDICAL ASSISTANT

06/2000 to 02/2008

Southwest Texas Eye Care Associates | City, STATE

- Patient work up - obtained chief complaint , ocular history, medical history, medications, allergies and past surgeries.
- Measured and recorded visual acuities.
- Instilled anesthetic drops to check eye pressure.
- Obtained amsler grid testing and color vision testing.
- Obtained Autorefractor, Lensometer, Keratometer, IOL Master, Heidelberg Retinal Tomography, Optical Coherence Tomography, etc.
- Assisted in laser treatments and minor procedures.
- Obtained external photos and retinal photos.
- Certified that equipment and supplies were properly maintained for quality patient care and safety.
- Explained pre- and post-operative procedures to patients and carefully reviewed surgical plans.
- Prepared all surgery forms.
- Scribed for doctor.
- Trained new technicians.
- Ordered supplies.

EDUCATION

Southwest Texas Junior College, Eagle Pass, TX

August 2005 - December 2006
January 2010 - May 2010

GED

05/2000

Eagle Pass High School, Eagle Pass, TX

I was an honor roll student with all gifted classes and accomplished several Presidential awards.