**Jasmine M. Richie**

**Atlanta, GA**

**(404) 852 5181** – **Jasminerichie101@gmail.com**

EDUCATION

**Georgia State University – Atlanta, GA**

College of Arts and Sciences

Bachelor of Biology 2014-2018

SUMMARY OF KEY QUALIFICATIONS

**Administrative Assistant with extensive hands-on experience in providing administrative support to complex medical groups and health clinics. Skilled in managing front-office functions, including customer service, HR patient appointments, billing and collections, and records management. Success in optimizing delivery of care by automating charting systems and continuously measuring performance metrics. I am seeking to take the next career step in health administration with a respected organization dedicated to providing high-level care to diverse patient populations.**

**Core Qualifications**

* **EMR and EHR management**
* **ICIMS**
* **Workflow optimization**
* **Schedule management**
* **Medical terminology**
* **Lawson**
* **Accounts receivable and insurance billing**
* **Staff development and coaching**

WORK EXPERIENCE

**TALENT ACQUISITION PREBOARDING COORDINATOR** | **12/2021 – 04/2022**

**WellStar Development Center – Marietta, GA**

* Evaluate the completion of the background check report and drug screening results, certifications/licensure primary source documentation to ensure all components are compliant with WellStar policy or escalate issues when outside of policies prior to onboarding.
* Responsible for facilitating and completing all onboarding activities once an offer of employment has been extended.
* Responsible for processing new hire information, including the entry of confidential information into Lawson and creation of the HR file.
* Communicating company and position details to new hires before their start date, gathering necessary paperwork and scheduling orientation/first day.

**Front Office Assistant** | **02/2017 - 12/2021**

**The Physicians Spine & Rehabilitation – Sandy Springs, GA**

* Managed all front-office activities to optimize facility workflows and patient management and provide comprehensive administrative support to clinic and office managers, including appointment management, billing and collections, office administration, and customer service.
* Advised and counseled patients on the payment process of their monetary responsibility as well as creating credit agreements for outstanding balances.
* Created and maintained confidential patient files; implemented EHR systems to automate patient records management.
* Verified patients’ eligibility and claim status with insurance agencies.

**Lead MEDICAL FRONT OFFICE ASSISTANT** | **02/2014 - 05/2016**

**Village Podiatry Centers - Sandy Springs, GA**

* Oriented and trained inexperienced staff on proper procedures and policies.
* Communicated clearly and effectively with patients to verify information, determine purpose of visit, and record medical history.
* Educated patients by providing medication and diet information and clarifying physicians' orders, answering questions thoroughly.
* Taught patients about medications, procedures, and care plan instructions.