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| Giovanna andrade  10015 Linda LN Apt. 1E| Des Plaines, IL 60016 | 312.776.5968  giovanna.andrade1985@gmail.com |
| **SKILLS**   * Help desk or support experience * Installing new technologies and teaching end users how to operate them * Providing remote technical support via internet or phone * Backing up and restoring files * Maintaining operating systems by repairing hardware and configuring software * Increased job responsibilities * Ability to work in a deadline-driven environment and meet company guidelines for productivity and quality * Quality of work * Customer service skills * Communicates in a clear and concise manner to ensure exemplary customer service * Microsoft Office Applications / MS Excel | MS Word | MS PowerPoint | MS Outlook | Typing Speed: 40 WPM * **Bilingual – Fluent in English and Spanish**   **KEY QUALIFICATIONS**   * Active Directory * System Access Management * EPIC EMR * Athena EMR * ServiceNow * Azure * CyberArk * Medical Billing * Accounts Receivable * Collections * Electronic Health Records (EHR) * Electronic Medical Records (EMR * Workers Compensation * Medical Office Procedures * Insurance Verification * Insurance Claim Processing * Front Office Operations * Medical Terminology * Anatomy & Physiology * Medical Coding (ICD-10-CM, HCPCS, CPT) |

# Experience

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| Northwestern Medicine – Chicago, IL 02/2019 – Present  **Service Desk Analyst Associate**   * Answer inbound phone calls and assist hospital employees with troubleshooting hardware and software * On a daily we receive more than 100 calls per day * Analyze issues and come up with solutions * Preform tier 1 resolution of client issues. * Reimage machines and set up printers * Project 1 I assisted with domain consolidation/migration * EPIC Link User project I worked on an Identity Access initiative to reconcile our EPIC Care Link client base with their EMR records |
| Apex Systems INC. | Northwestern Medicine – Chicago 01/2018 – 05/2018  **Help Desk Technician**   * Provided technical assistance for incoming inquiries and issues related to computer systems, software, and hardware * Responded to inquiries either in person or over the phone and trained computer users * Offered technical support for any aspect of the information systems department, including computer hardware, operating systems, applications, and networks * Utilized ticketing system ServiceNOW   PCC Community Wellness Center at Steinmetz – Chicago, IL 11/2016 – 10/2017  **Patient Care Representative**   * Accurately called and assisted with patient codes * Verified patient information, updated medical charts, and maintained HIPAA compliance * Utilized Athena to register patients, scheduled appointments, verified insurance, and posted payments * Answered calls and provided information * Confirmed patient’s insurance and billing information with insurance companies and referred patients to financial counselors as needed   Stay-at-Home Parent – Chicago, IL 06/2014 – 11/2016  **Homemaker**   * Ensured household duties were completed and managed household budget * Maintained the family household and family budget. * Coordinated multiple schedules for medical care, meals, and social activities * Remained deadline-oriented and reliable while adjusting priorities and managing time wisely * Responded to numerous situations that required improvisation and ingenuity   My daughter was such a character when she was a toddler. She always wanted to be on the tablet or phone looking at cooking, baking and make up tutorials. I taught her at a very young age how to use the tablet and phone so if she needed to call me she could. Now that she is 7 she stated that she wanted to work on computers like me. She stated that she wanted to be an IT professional like her mom. So on our free time I show her videos on YouTube and read articles to her about IT related subjects.  Mac Mall – Huntington Beach, CA 10/2011 – 06/2014  **Sales Associate / Cashier / Customer Service**   * Sold computer software and memorized components of computers * Provided technical assistance and outstanding customer service with the point of sale system. |

# Education

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| **Ultimate Medical Academy │ Associate of Science Degree – Medical Billing and Coding, 2020** |
| *Ultimate Medical Academy │ HIPAA Essentials for Healthcare Professionals Certificate* |