PATRICIA SMITH

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EXPERIENCE:

**Overlake Medical Clinics,** *Neurosurgery Scheduling Coordinator,* Bellevue, WA September 2017 - Jan 2019

* Obtained insurance company approval for complex surgeries including brain and spine surgery.
* Managed scheduling of surgeries based on patient need and doctor prioritization.
* Coordinated multiple co-surgeries, internal patient visits, and visits with other providers as needed.
* Coordinated up to 20 surgeries at all stages from initial visit to final visit.
* Obtained needed tests for various stages of surgeries and write appeals for denied surgeries.
* Created standard operating procedures document for position.
* Promoted from entry-level position after four months from staffing company.

**Parker Staffing,** *Reception & Scheduling,* Seattle, WA January 2017 - September 2017

* General receptionist duties including welcoming patients, phones, scheduling, and follow-up.
* Coordinated daily patient admission, attendance, and transportation to and from the clinic.
* Organized and maintained file systems of patient records.

**Evergreen Healthcare,** *Reception & Scheduling,* Kirkland, WA August 2014 - April 2016

* Part-time receptionist, registered and scheduled patients in-person and over the phone, verified patient health coverage, periodically dispatched with mobile health center.
* Cross-trained as tech aid, mobile coach driver, scheduler, and others to fill temporarily vacant positions.

**Caregiver, Housecleaning,** *Personal Caregiver, Self Employed,* Bothell, WA June 2008 - September 2013

* Coordinated multiple appointments at various facilities around the Seattle area, provided transportation.
* Researched alternative supplemental care options.

**Intellitax Software,** *Software Test Engineer*, Bellevue, WA August 2006 - October 2008

* Planned, designed, and tested automated income tax return calculation programs for 8 states using a variety of standardized and ad-hoc techniques.
* Prioritized work between multiple projects, up to ten at a time.
* Exceeded client expectations by developing customized, complex, and timely solutions for team.

**PROFICIENCIES & CERTIFICATONS:**

* ***Software****:* Chiro Touch, EPIC medical records, QuickBooks Certified User, Centrix, Power Chart, RIS, basic level Visual Basic, Test Track Pro, Microsoft Office Suite including Word, Excel including V Lookup & Pivot Tables, Outlook, Share Point
* ***Other:*** Tax Preparer, Bookkeeper, CPR, First Aid, Commercial Driver’s License

**EDUCATION:**

**Lake Washington Technical College,** Kirkland, WA 2009 - 2010 Coursework: Financial Accounting 1&2, HTML, Medical Terminology, Advanced Microsoft Suite

# Pacific Coast College, San Dimas, CA 1979 - 1982

# Education Major, completed three and one-half years