

**Dawn Zurick Beilfuss**

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**Professional Experience**

**Front Desk / Veterinary Assistant at Fox Lake Animal Hospital**

January 2023 - February 2024

- Managed patient flow (60-80/day)
- Triage patients
- Process new patient paperwork
- Charting
- Filing
- Answering phones
- Assisting in medical emergencies
- Handling payments and check-outs
- Supported sole pharmacist (orders, chartmed prep, approvals)

**Technician at The Center for Corrective Eye Surgery**

2002 - Present

- Scribe for Dr. Epstein
- Prepping patients for in-office procedures and surgeries
- Travel between two locations: McHenry and Des Plaines

**Supervisor of Front Desk, Call Center, and MRI Scheduling at Midwest Sports Medicine**

1999-2002 - Present

- Managed high-volume office operations
- Verified insurance
- Scheduled appointments
- Upsold in-house MRI services
- Flexible support at Orthopedic office

**Secretary for Family Physicians at Family Medicine**

1998-1999 - Present

- Scheduling patient appointments
- Reconciling insurance issues
- Filing
- Confirming insurance plans
- Taking co-payments
- Processing referrals
- Calling in prescriptions
- Assisting with insurance correspondence
- Chart analysis and submissions

**File Clerk and Secretary at Northwest Oncology and Hematology**

1995-1998 - Present

- Scheduling patient appointments
- Verifying insurance
- Processing referrals
- Customer service for chemotherapy patients
- Medical Records management
- Secretary for Dr. Grad and Dr. Bank
- Multi-location support

**Certified Pharmacy Technician at Osco Pharmacy**

1996 - Present

- Intake and check-out
- Stock medications
- Inventory management
- Verify and call doctors' offices
- Answer phones
- Customer service
- Flexible support during high-volume periods

**Admin for Central & Eastern Coast AVPs at Vylla**

February 2024 - Present

- Provide administrative support for 3 AVPs covering 14 states
- Selected for pilot program supporting 30 new agents during initial 2-3 months via email, text, Teams
- Implement and manage agent support systems (Broker Kit, Monday.com) for onboarding, license transfers, system access, and training coordination
- Collaborated and implemented streamlined phone system (Phone.com) for 160 NY agents, reducing AV/P call volume 70%
- Developed and managed agent retention initiative (birthday emails/social media)