**CINDY BOETTCHER**

2086 Gresham Avenue North

Oakdale, Minnesota 55128

651-770-6136

cjb0909@comcast.net

**OBJECTIVE**

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Self-motivated, punctual, and professional individual that will employ strong knowledge of healthcare into a career with the opportunity for challenges and advancement.

**SPECIAL ATTRIBUTES**

**•** Organized • Accurate • Effective Communicator

• Detail-oriented • Team Player • Hard Worker

• Conscientious • Attentive • Self Starter

**WORK EXPERIENCE**

**Receptionist**

Therapy Partners - Oakdale, Minnesota

February 2015 – November 2015

* Open mail
* Batch and process checks to BMS
* Process credit card payments
* Answer phones

**Health Information Services Specialist** - Health Information Management Dept.

St. John's Health East - Maplewood, Minnesota

December 2010 - May 2014

* Answered and directed phone calls from internal and external providers.
* Backup for Coordinator.
* Processed hospital records, and entered information into EPIC computer system.

**Health Information Services Clerk** - Medical Records

St. Paul Heart Clinic - St. Paul, Minnesota

November 2001 - December 2010

* Responded to patient requests to ensure prompt processing.
* Followed up on patient inquiries to ensure problems were resolved efficiently.
* Discovered, documented, and alerted appropriate staff of patient record trends.
* Recommended process improvements.
* Conducted quality audits of documents based on established protocol.

**SYSTEM SPECIALTIES**

EPIC, OnBase, HeartChart, Mysis, Excellian, HE Portal, Microsoft Office Suite.

**EDUCATION**

North High School - North St. Paul, Minnesota - Graduated

**ACHIEVEMENTS**

Employee of the Year, 2008.