**Heidi Ripley** HR

Cellular (612) 558-0135

Email hripley1@outlook.com

1754 County Road B East - St. Paul, MN 55109

Professional Office Skills

* MS Office – 2003, 2007, 2010, Office 365
* Customer service, Call center, Scheduling and dispatching, Collections
* Data Entry – 9,000-10,000 KPH high accuracy rate
* Document scanning, Copying, Advanced computer and research skills

Education

Herzing University Online

With generals and pre-requisites - 10/2008 to 08/2012

| (AASMBIC) Associate Applied Science Medical Billing Insurance Coding

Completion Date: August 29, 2012. GPA: 3.29.

Completed approximately 18 months BSHIM (Bachelor Science Health Information Management) courses 2012 and 2013, GPA: 3.29.

**Liberty University Online**

Completing courses intermittently to obtain Bachelor of Science in Business/Health Administration beginning in October 2015. GPA: 4.0.

Experience

**PCA (Personal Care Assistant) 06/2016 to Present AbbeyCare - St. Paul, MN – PT Hrs Flex**

Perform various personal care services including ADL’s(Activities of DailyLiving) Mobility transfers and IADL’s (Instrumental Activities of Daily Living) Medication assistance, Bill paying, Communications by phone and other media, Housekeeping, Meal planning-preparation, Shopping.

**Customer Service 10/2015 to 12/2015 Macy’s - Roseville, MN**

Executed cash, credit/debit card transactions. Processed customer payments on accounts, Handled returns and exchanges, processed online orders, fulfillment, and wedding registry transactions, assisted customers with purchasing choices, performed opening and closing register responsibilities depending on assigned work shift.

**PCA (Personal Care Assistant) 03/2015 to 06/2015 AbbeyCare - St. Paul, MN**

Performed various personal care services including ADL’s (Activities of Daily Living) Mobility transfers and IADL’s (Instrumental Activities of Daily Living) Medication assistance, Bill paying, Communications by phone and other media, Housekeeping, Meal planning-preparation, Shopping.

**Cashiering – Customer Service 06/2015 to 07/2015 SuperAmerica - Falcon Heights, MN**

Performed cashiering via touch screen registers, customer service functions also included setting non-prepaid gas pumps, Propane and lottery ticket sales, cleaning, stocking including store shelves, cooler, sandwich, and bakery items. Maintaining hot foods and coffee.

**Cashiering - Customer Service 02/2015 to 04/2015 BP - Falcon Heights, MN**

Performed cashiering and customer service duties including the sale of lottery tickets, Propane, setting non-pre-paid gas pumps, cleaning, and manual car wash functions when necessary. Also responsible for closing store at end of shift.

**Document Management Specialist 08/2013 to 10/2013 Kelly Services - Minneapolis, MN**

Temporary assignment – Executed prior authorizations for large DME (Durable Medical Equipment) supplier in Minneapolis, Minnesota. Followed prior authorizations through to their completion, i.e. approval or denial and resubmitted if necessary. Contacted various state Medicaid offices to check statuses of PA submissions and medical clinics for additional information and/or document inquiries as needed. Also entered and maintained all appropriate data in TIMS and ActivRX regarding prior authorizations.

**Customer Service Home Agent - Saint Paul, MN 2008 to 2012 Cloud 10/Transcom**

Worked intermittently from 2008-2012 while obtaining associates degree. Ran company software programs through VPN (Virtual Private Networking) software. Performed troubleshooting for High-speed Internet customers' throughout the U. S. Troubleshooting included customers' modems, routers, PC-Internet and Email settings. Enabled customers' to obtain online connections again utilizing several software programs or escalated to scheduling and dispatching technical service calls for further issues. Was able to achieve High-Speed Internet connections for customers' again approximately 97% of the time. In addition, educated customers' in regards to their particular hardware and software issues. Also handled customer sales and billing inquiries.

**Office Specialist 02/2008 to 05/2008 Minnesota Secretary of State, Saint Paul, MN**

Temporary position - Performed back-end proofing and scanning of Minnesota business filings. Data access included Minnesota business ID information retrieval. Also performed document copying, sorted incoming and outgoing mail, operated postage machines, i.e. weight, postage amounts, processed voter registrations for individual Minnesota counties. Participated in State of Minnesota video regarding proper voting procedures for Minnesota counties. Performed additional office duties upon request.

**Owner, Self-Employed 02/2003 to 11/2007 Residential Cleaning Business, St. Paul, MN**

Performed business management, customer service, inquiries, estimates, sales, billing, scheduling, advertising, purchasing supplies, inventory, banking, legal aspects, collections, residential cleaning. Computer work involved bookkeeping, spreadsheets and business correspondence including company cleaning agreements, gift certificates and fliers.

**Licenses – Certificates**

**2008** - **HIPAA Certification,** Herzing University-Minneapolis, Minnesota.

**2015, 2016** - **PCA (Personal Care Assistant) Certification,** Minnesota Dept. Human Services (HHS) St. Paul, Minnesota.

**National Career Readiness Certificate**

QUALIFIED LEVEL: Silver

CERTIFICATE ID: MJ1TZZRDR27Y

ISSUE DATE: Apr 23, 2010

**GED Certificate,** April 1981 – Lakewood Community College White Bear Lake, Minnesota