

Liya Adugna

1413 Ardsley Pl. Norcross GA 30093. 404-8210468. ladugna@student.clayton.edu

OBJECTIVE

Healthcare Manager

EDUCATION

Clayton state University

Morrow, GA

Bachelor of Science in Health Care Management

December 2018

RELATED COURSES

Health Care Finance

Health Care Policy

Leadership

Ethical Issues in Health Care

Legal Issues in Health Care

Applied Research

Marketing in Health Care

SKILLS

HIPPA Compliance

MS Word

MS Excel

MS Power Point

EXPERIENCE

Autumn Breeze Health Care Center

Marietta, GA

Internship

September 2018- Present

- Answered phone calls, greeted clients, and scheduled appointments.
- Managed medical records, maintained confidentiality of medical data.
- Assisted with purchasing of supplies and processed facility orders.
- Exhibited excellent Customer Service and communication skills.
- Identified residents' needs, helped residents cope with and solve everyday problems, researched and referred residents to community resources, worked with residents' families or groups.
- Ordered office supplies, maintained communication systems, managed payroll, planned travel schedule, monitored security, oversight of facility housekeeping

Krown Sports

Decatur GA

Sales Representative/Customer Service

July 2015- Present

- Responded promptly and answered/resolved customer inquiries and complaints.
- Investigated and resolved service issues and/or product problems.
- Managed customers' database accounts,
- Performed customer verification and processed applications, orders, and requests.
- Supplied customers with written responses, requested information, and followed up on customer communications.

AVAILABILITY

Immediately