**Liya Adugna**

**1413 Ardsley Pl. Norcross GA 30093. 404-8210468.** [**ladugna@student.clayton.edu**](mailto: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 September2018- 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