

Administrative Assistant/Receptionist Administrative Assistant/Receptionist Administrative Expert
Lakeland, GA Availability Date: 1 July 2019 Authorized to work in the US for any employer Work
Experience Administrative Assistant/Receptionist 25 years of Honorable military service in U.S. Air
Force - Tampa, FL 2011 to December 2011 Tampa FL; Retirement Date of 3 December 2011
Special Security Officer, U.S. Central Command, MacDill AFB FL, 2010-2011 (Retirement) Project
Manager and Superintendent, Director of Staff Headquarters 6th Air Mobility Wing - MacDill AFB, FL
2008 to 2010 Director, Tier 1 IT Helpdesk & Base Records Manager IT Helpdesk - MacDill AFB, FL
2006 to 2008 Superintendent, 6th Operations Group Information Management & Superintendent 6th
Communications Squadron Publishing Element - MacDill AFB, FL 2004 to 2006 MacDill AFB FL,
2006-2004 Senior Administrator, Commander's Support Staff 13th Air Space Warning Squadron -
Clear Air Force Station, AK 2003 to 2004 Manager of Information Collection and Services Branch
Armed Forces Medical Intelligence Center 2000 to 2003 Fort Detrick Army Installation, Frederick MD,
2003-2000 Academic Profile/Training/Certifications Education A.A. in Information Systems
Management Community College of the U.S. Air Force 2004 Graduate Coral Springs High School -
Coral Springs, FL 1986 B.S. in Business Administration Hillsborough Community College - Ruskin,
FL Skills Microsoft Office (10+ years), Call Center Management (10+ years), Administrative
Assistant (10+ years), Training & Development (10+ years), Account Management (10+ years),
Records Management (10+ years), Security (10+ years), Secretarial (10+ years), Front Desk,
Reception, Customer Service, Receptionist, Data Entry, Scheduling Military Service Branch: United
States Air Force Rank: E8 - Senior Master Sgt Awards Numerous special recognition awards from
Monthly to Yearly categories Awards dated from 2002-to 2011 when I retired Certifications/Licenses
Surety Bonds Officer (Bail Bondman) September 2014 to Present Microsoft A+ 2009 Edition May
2008 to Present Dept of Defense Critical Thinking September 2011 to Present Driver's License
Assessments Intermediate Word Processing Proficiency with Microsoft Word Highly Proficient
December 2018 Measures a candidate's knowledge of intermediate Microsoft Word techniques
including the use of formatting, Track Changes, and Comments. Full results:
https://share.indeedassessments.com/share_assignment/vano7dzfwirq0ztr Proficiency with

Microsoft Office: Mail & Calendar (Mac) Proficient December 2018 Measures a candidate's proficiency in using Microsoft Office Mail and Calendar tools to manage their workload. Full results: https://share.indeedassessments.com/share_assignment/tvpywvi1zcde9nhx

Verbal Communication Proficient December 2018 Measures a candidate's ability to effectively convey information when speaking. Full results: https://share.indeedassessments.com/share_assignment/zi8wmiuie1o516yx

Written Communication Proficient December 2018 Measures a candidate's ability to convey written information using proper grammar rules. Full results: https://share.indeedassessments.com/share_assignment/t62lbdgv9-azljaa

Proficiency with Microsoft Office: Mail & Calendar (PC) Familiar December 2018 Measures a candidate's proficiency in using Microsoft Office Mail and Calendar tools to manage their workload. Full results: https://share.indeedassessments.com/share_assignment/rbpn0fo5njfb5ncg

Customer Focus & Orientation Proficient July 2019 Responding to customer situations with sensitivity. Full results: https://share.indeedassessments.com/share_assignment/9xi6zsq5dwjydpon

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field. Additional Information Plethora of office administration experience in records management, electronic file maintenance, monitoring test result, and filing clinical reports, resulting in superb administration management to include tracking manpower needs Maintaining strict personal, medical, professional, Freedom of Information Act and HIPPA adherence and confidentiality while inputting, auditing, tracking, retrieving and manipulating information to ensure accuracy of tangible and electronic medical record database Scheduling experience negotiating, reviewing, and scheduling appointments and consultants for specialty care via computerized database Meticulously tracking anomalies, identifying and rectifying inconsistencies, deficiencies and discrepancies in documentation Experience managing and reviewing records and reports, and researching provider concerns, resulting in detailed responses and clinical reconciliations Daily verification of medications, laboratory orders, and consulting with clinical providers regarding patient care necessities proficient in patient registration, identity verification and insurance monitoring

Knowledge/Skills/Abilities Human and Social Services Detail oriented with excellent analytical and

project tracking skills Effective and efficient comprehension and demonstration of patient care needs Professional demeanor, organizational skills, customer service and patient focused while prioritizing patient care needs Supervision/Management Reliable and enthusiastic supervisor, able to encourage, support, and mentor subordinates while motivating exceptional performance Proficiently coordinating leadership duties while ensuring subordinate adherence to performance measures Excellent ability working as a group member or independently Records and Information Management Knowledge of complete information records lifecycle management, security, maintenance, and disclosure Managed and audited personnel files and medical information

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