

Anna Roselee Mates

1709 SW Blankenship Rd #51, West Linn, Oregon 97068
(773) 330-3969 annaroselee3@gmail.com

Qualifications and Achievements:

- Firm understanding of CFM and QuickBooks
- Detail Oriented
- Work well alone or in a team environment
- Front office experience
- Positive attitude and strong work ethic
- Insurance Verification
- Proficient in Microsoft Office

Career Highlights:

- Successfully managed the opening of 17 Potbelly restaurants throughout the country.
- Completion of Medical Insurance Billing and Coding program with 4.0 GPA
- 98% customer satisfaction on survey cards

Education:

Brookline College, Online 10/09 – 06/10 Medical Insurance Billing and Coding- Diploma

References:

Marshall Mills
Logistics Manager
503.515.2253

Christina Bell
Accounting Assistant
503.839.9778

Devin Gaerisch
Purchasing Agent
503.970.5739

Mike Vaughn
Food Broker
503.250.1338

Professional Experience:

Foodguys, Wilsonville, OR 04/11-6/13

Office Manager

- Answer and manage all inbound phone calls
- Take and relay messages
- Managed and maintained daily deposits
- Prepared completed invoices for outgoing mail
- Printed, sorted, and submitted orders
- Assisted in both accounts payable and accounts receivable as well as special projects
- Filed and maintained daily reports of: invoices, deposits, sales, inventory and cash flow

ESORTHO, Evanston, IL 01/07–01/11

Office Manager

- Processed claims for outpatient office visits
- Organized and filed billing and Medicare forms
- Maintained an organized work environment
- Printed, sorted, and submitted claims
- Resubmitted denied claims with RX/Appeal Docs
- Updated and maintained patient insurance files
- Printed EOB
- Worked with multiple third party and government providers (Medicare, Medicaid, Tricare)

Potbelly, Chicago, IL 02/03-12/06

Management Team

- Began as an entry level associate, promoted to *Certified Trainer* within six months; within three months, promoted to the *Dream Team* with nine months traveling and opening new stores; Promoted to *Shift Leader* in two months
- Performed all management functions including but not limited to: Cash management, ordering, training, coaching, daily paperwork, and excellent customer service

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