

# Ana Victoria Renderos

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**Objective:** To grow with a company that shares my views on work ethic and integrity.

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## **Skills:**

- Bilingual (fluent Spanish and English); speaking, reading, and writing
- Great Telecommunications Skills, Great customer service skills
- Knowledgeable Microsoft Office 2007 Suite
- Organized, Great at multi-tasking skills, Responsible, Independent worker

## **Education:**

Heald College

Degree in Medical Assisting

Graduated October 2011

Chiropractic Assistant License, CPR & First Aid Certified

Glencoe High School, Hillsboro, OR

High School Diploma

Class of 2009

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## **Professional Experience:**

February 2012- March 2013

### **Chiropractic Assistant: Office Flow Coordinator**

#### **First Choice Chiropractic & Rehabilitation, Aloha, OR**

- Cross trained in multiple departments: Physical Rehabilitation, Chiropractic Assistant, Receptionist, Patient accounts, Insurance

**Responsibilities:** Direct 16 staff members, 3 doctors, 40-100 patients daily, 300+ patients weekly

- ICD-9 Billing and Coding, input payments into database
- Check patient treatment slips for corrections, Tally daily production totals
- Input new patient information to database, Keep track of new patients and case type
- Verify patient insurance, Educate patients of their rights regarding insurance
- Speak to attorneys regarding patient claims, make notes in the systems
- Coordinate back-ups to different areas, lunches, breaks
- Deflate hostile situations in the office
- Distribute fax, mail, and intra-office mail

- Biggest Accomplishment: Wrote training manual, currently being used in 2 clinics

### **Medical Assistant Internship:** 160 hours

August- October 2013

Mercy & Wisdom Healing Center, Portland, OR

#### **Responsibilities:**

- Schedule patients appointments, filling charts, faxing prescriptions to pharmacies
- Translating for patient to doctors, stocking and cleaning rooms after patients
- Checking out patients and handling money for visit

### **Order processing specialist:** Vesta and Ranstad, Tigard, OR

August 2009 - October 2009

- Upload funds to prepaid phone

### **Shift Manager:** Sonic Drive-In Hillsboro, OR

April 2007 - May 2008

- Handle customer complaints, Direct employee

### **Receptionist:** Renderos Trucking, Fort Lupton, CO

February 2005 - March 2007

- Payroll, Negotiate load value, Schedule pickup/Drop off

References upon request.