**Heidi Mackey**

19316 Cokeron Dr, Oregon City OR. 97045 (541) 852-0517 ahrirose@hotmail.com

**Profile** Self motivated, diligent and reliable

Excellent communication skills

Customer service oriented with strong computer skills

Proven multi-tasking competencies in a fast paced environment

**Experience Regence- Portland, Oregon Sept. 2009- Feb. 2010**

**Regulatory Compliance Administrative Assistant**

* Operating within the framework of privacy related laws and regulations governing health care information, develop and implement efficient means of distribution of relevant information regarding member privacy and medical data security breaches
* Compose notification letters to alert members impacted by privacy breaches
* Create bi-weekly reports for Privacy Oversight Counsel meetings with data compiled from the privacy complaints database
* Provide monthly reports focused on gathering statistics from a variety of sources
* Complete various research projects within required timelines
* Utilize multiple computer databases to gather information as needed

**Powell Property Management- Burien, Washington** **2004-2005**

**Leasing Manager**

* Point of contact for 12 apartment complexes and 32 single family homes
* Managed all property inquiries; updated traffic log and prospect card after each contact; followed up as necessary
* Pre-qualified all prospects; toured apartments and houses; reviewed and approved applications
* Processed and coordinated notices of “Intent to Vacate”
* Coordinated resident retention programs including but not limited to lease renewal gifts and move-in gifts
* Provided references and proof of residency for former and existing residents
* Handled resident phone calls regarding maintenance requests, helped with troubleshooting problems over the phone while promptly dispatching maintenance workers and created all work orders to ensure customer satisfaction and timely completion of work order
* Responsible for researching and purchasing new equipment within budget; acted as liaison with all equipment vendors and service personnel
* Processed monthly rent increases and lease renewal letters. Set up appointments for lease renewals
* Managed all resident move-ins and move-outs; prepared monthly and annual Turn Reports
* Prepared A/R reports for monthly notices for delinquent rent payments, billing issues etc

**State of Oregon Child Abuse Hotline- Portland, Oregon 1998-2002**

**Office Specialist 2**

* Responsible for writing “307” abuse reports for Services to Children and Family (SCF) from law enforcement agency reports
* Performed criminal history background checks on the Law Enforcement Data System
* Coordinated work between the three hotline support staff in order to insure that workflow was equitable and deadlines were met
* Researched and provided written reports on CAMI grant expenses and Hotline monthly statistics
* I.D.’d clients in our computer system for past and/or present involvement with social services and welfare
* Frequently dealt with angry, confused and distraught clients over the phone regarding allegations of child abuse
* Performed administrative and technical support to the Out of Home Care Assessor unit and the Child Abuse Hotline
* Served as Hiring Coordinator for the Hotline and provided communication between the Hotline and other outside agencies
* Assigned and reviewed work for volunteer employees and new hires
* Ordered supplies, supervised accounts payable, and maintained policy manuals
* Served as contact person for building security and maintenance
* Answered multiple phone line system for the Child Abuse Hotline; performed clerical duties as necessary

**Education Portland State University, Portland Oregon**

Bachelor of Science in Liberal Studies

**Workshops** Sexual Child Abuse Response (SCAR)

Office Management

Property Management Training

**Related Technical Skills** Windows 95, 98, NT, Vista; Excel 95, 97; Word Perfect 5, 6.1,8; Microsoft Word 2003, 2007; Oracle; Reflection IBM; RADAR; Lotus Notes; USS; Employee Recruitment; Customer Service; Basic Accounting; 60 wpm

***References available on request***