***Tiffany Sexton***

2485 11th Ave S, Apt 2

Birmingham, AL 35205

Mobile: (256) 874-5525

Email: tiffanyrsexton@yahoo.com

***QUALIFICATIONS:***

* Works well without supervision
* Skilled at learning new concepts quickly while working well under pressure
* Ability to prioritize and remain focused on pertinent issues

***EXPERIENCE:***

12/11-Present ***Innovative Combustion Technologies*** Birmingham, AL

*HR Coordinator*

* Responsible for processing new and current employee data and various bookkeeping duties in QuickBooks, such as entering bills, purchase orders, and credit card transactions
  + Provide administrative support to Sr. Bookkeeper, Vice President, and Senior Vice President.
  + Process various reports and focus on the administrative tasks associated with HR recording, policy and procedure
  + Process liaison for employee relations questions and concerns, leaves of absence, paid time off, workers compensation, benefits etc.
  + Assist with interviews, investigations, and disciplinary actions
  + Assist with special projects as assigned by management

05/11-12/11 **American Behavioral** Birmingham, AL

*Team Leader*

* + Supervised the day-to-day operations of a small Central Intake Department; provided training for current employees and new hires
  + Provided member and provider support, and resolved Human Resource complaints, gathered statistics and generated reports, and handled multiple projects
  + Provided administrative support to the Director and Vice President of the Employee Assistance Program
* Coordinated critical incident debriefing and supervisor referrals with Management Support
* Managed office documentation, such as call records and electronic behavioral health records

12/07- 05/11 **American Behavioral** Birmingham, AL

*Account Manager*

* Managed the company’s largest EAP client
* Answered multi-line telephone, routed calls, and took accurate messages and provided general benefit information
* Performed faxing, photocopying and filing duties
* Assisted supervisor with special projects

09/07-12/07 **Dr. William Wilson** Decatur, AL

*Receptionist*

* Sorted mail, faxed, and photocopied documents for service coordinators
* Maintained office- organized and sanitized
* Distributed incoming mail and processed outgoing mail
* Performed general clerical duties, such as answered incoming calls and took accurate messages , filed charts, scheduled appointments, data entry, and chart recording
* Verified, quoted, and filed insurance and collected outstanding balances

***EDUCATION:***

September 2008-February 2011 Walden University Minneapolis, MN

Masters in Healthcare Administration

January 2005 - December 2006 Athens State University Athens, AL

Bachelor of Arts in Psychology

***TECHNICAL SKILLS:***

* Microsoft Office 2003 & 2010: PowerPoint, Word, Outlook, and Excel;
* Ecura Information Systems
* QuickBooks; multiple line telephones, facsimile, copying, and printing;
* Internet browsers: Internet Explorer, Mozilla Firefox, and Google Chrome