**Jamie J Miller**

**5922 SW Menlo Dr. 971-212-9041**

**Beaverton, OR 97005 jjmiller878@gmail.com**

**PROFESSIONAL PROFILE**

**I am highly motivated, detail-oriented sales professional with 17 years of experience in customer service, 3 years in a medical office and a team player.  Organized, knowledgeable, and a fast learner who is highly productive in completing multiple tasks in a fast-paced environment meeting or exceeding deadlines. To obtain a position where I would maximize the use of my interpersonal skills and allow maximum growth for myself professionally as well as allowing me to be of maximum benefit to my employer.**

**QUALIFICATIONS**

* **Excellent management, organization and time management skills.**
* **Easily adapt to changes and learn quickly with attention to detail.**
* **Energetic, reliable and independent worker and team player.**
* **Able to troubleshoot to determine best course of action.**
* **Understanding of business operations and deadlines.**
* **Experienced with various administrative.**
* **Answer multi-line phone system and voice mail system, and route calls appropriately**
* **Provide back-up, administrative, and project support to staff as needed**

**EMPLOYMENT HISTORY**

**Portland Community College 1/16/2013 – 6/15/2013 Accessibility Aide Portland, OR**

* **Convert paper book to electronic books for students**
* **Use a variety of programs for conversion for speech to text**
* **Convert PDF to DOCx**

**Rose City Women’s Health 9/16/2009 – 3/15/2012**

**Front Desk/HIPPA Compliance Officer Portland, OR**

* **Print fee tickets for next day charts**
* **Pull next day charts, place paperwork needed for M.A. to prepare for patient visit**
* **Order office supplies from various suppliers**
* **Check in patients, verify insurance**
* **Call patients when appointments are missed, explain policies**
* **Schedule meeting for the doctors with drug reps, etc.**
* **Manage all records requests.**
* **Attach lab, ultrasound results to appropriate charts for review.**
* **Assist with surgery scheduling, CT scan scheduling, etc.**
* **Ensure all new patients have appropriate chart notes from referring PCP/ER visit, etc.**
* **Conduct monthly HIPAA audit, track changes and inform the office during monthly meetings**
* **Contact patients due for follow up to ensure best healthcare practices**
* **Works with the biller in keeping accounts current**
* **Obtain insurance benefits for patients when needing IUD’s, surgery, etc**
* **If a prior authorization is needed, I obtain one.**
* **Dictate letters to patients when unable to reach by phone for results, appointments, etc**
* **Document in chart any advice given to patient per phone call**
* **Work together with everyone in the office for anything that is needed**
* **Able to run the office for long periods on my own (we were between hiring help)**
* **Any other duties assigned**

**Providence Arthritis Center 09/22/08 – 9/15/2009**

**Administrative Assistant III Portland, OR**

* **File charts appropriately**
* **Help keep patients files organized and up to date with health information**
* **Schedule appointments and check in patients**
* **Provide courteous assistance in a professional and caring manner**

**Admissions Advisor (Recruiter) 10/2006-05/2008 American InterContinental University Online Beaverton, OR**

* **Interview prospective students for acceptance to the AIU Online and determine if they are a good fit.**
* **Assist students through enrollment process, prepare them for school and overcome obstacles.**
* **Train/coach new employees on policies and how to talk to prospective student and overcome obstacles.**
* **Strong experience with Outlook and MS Word 2003 and 2007.**
* **Explain the University’s programs, tuition and fee schedules and other college policies and procedures.**

**EDUCATION**

**Associate of Arts in Business Administration 07/2007-07/2008**

**American InterContinental University Hoffman Estates, IL**

* **Graduated: 07/2008**
* **Concentration: Human Resources**

**Professional References**

Jorge Melendez: 503-545-1675 Supervisor at Rose City Women’s Health

Kathy Campbell: 503-318-2817 Manager at Rose City Women’s Health