**Christine Adams Administrator Assistant Profile**

*nba080793@gmail.com 267-736-9485*• *Glenside, PA, 19038, US*

Results-oriented and resourceful professional with extensive experience in managing documents, planning/booking appointments, scheduling meetings, delivering reports, and providing managerial support. Proficient in Microsoft Office Suite (Excel, Word, PowerPoint, Outlook); seamlessly manage multiple concurrent responsibilities, tight deadlines, and shifting priorities. Instrumental in streamlining and improving processes, enhancing productivity, and implementing business solutions. Excellent verbal, written, and interpersonal communication skills; forge strong relationships with internal and external business partners.

***Areas of Expertise include:***

|  |  |  |
| --- | --- | --- |
| * Administrative Support & Control | * Issues & Conflicts Resolution | * Quality Assurance & Compliance |
| * Office Management & Operations | * Superior Customer Service | * Documentation & Reporting |
| * Client Satisfaction & Retention | * Customer Relationship Building | * Higher-Management Reporting |

**Professional Experience**

**NEW YORK BLOOD CENTER** • Philadelphia Location • November 2014 - August 2020

**Lead Depot Technician**

Carried out wide range of administrative tasks, such as responding to multi-line phones, preparing data entry, and taking hospital order requests. Played a key role as lead trainer for all employees, providing trainings to improve skills and industry knowledge. Performed diverse documentation procedures, such as faxing, archiving, scanning, filing, and word processing.

**Key Accomplishments:**

* Instrumental in sorting, rotating, and maintaining blood, plasma, and platelets product.
* Provided complete supervision of employees at the Blood Center in absent of supervisor.

**BUXMONT TRANSPORTATION** • Willow Grove, PA • February 2013 - October 2014

**Driver /Operator**

Maintained a clean driving record throughout the duration of employment. Oversaw wide range of activities, such as journey route planning, vehicle repairing, following traffic laws, and preparing delivery documentation, and reports. Provided safe and on-time transportation services. Managed the timely transportation of seniors and disabled children to and from their destination.

**Key Accomplishments:**

* Recognised by senior management for delivering exceptional customer service.
* Conducted pre-inspection of vehicle for safety, while making sure all passengers following rules and regulations.

**VA MEDICAL CENTER** • Philadelphia, PA • November 2011 - April 2012

**Unit Clerk**

Performed variety of clerical and receptionist duties, such as answering multi-line phones, scheduling appointments, and ordering supplies for entire hospital floor. Organised and sanitized nurses’ station and patient board. Rendered expert level services in transporting blood and specimen to lab (STAT). Gained strong knowledge of HIPAA law that protects the privacy of health information, transfer patients to hospital floor, and printed wristbands for new patients. Expertly disassembled charts and updated patient information in the system, fax various patient information to various hospitals, as well as updated patient insurance information.

**Key Accomplishment:**

* Delivered active functional support to veterans daily at the front desk of unit floor with excellent customer service care.

Additional Experience:

Assembler Specialist IV for Visteon Corporation (Ford Electronics) Worcester, PA.

**Education**

**Associate Degree**

LINCOLN TECHNICAL Institute, Philadelphia, PA

Certificate of Completion, Sterile Concepts Technology LLC, Philadelphia, PA

Technical Skills

Office Skills, data entry, typing (40 -50 wpm), familiar with ICD 9 and CPT coding & billing, Microsoft office, Windows 10, excel