Stephanie Robinson

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**Administrative Professional**

Highly focused and performance-driven professional with extensive experience managing all aspects business operation and customer service with deep understanding of work procedures and organizational dynamics. Adept at overseeing multiple projects and implementing right execution process and control techniques to attain challenging goals. Skilled in building, supervising, and motivating staff to deliver an exceptional level of service and support. Ability to prioritize tasks and complete work ahead of schedule to propel firm productivity and enhance client satisfaction. ***Proven expertise in:***

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| --- | --- | --- | --- | --- | --- |
| |  | | --- | | * Operations Management | | * Accounting & Bookkeeping * Budgeting & Forecasting * Resource Utilization * Performance Optimization | | |  | | --- | | * Project Management * Database Administration * Epic & IDX Advanced Web System | | * Staff Training & Leadership * Issues & Problem Resolution | |

**Professional Experience**

Rady Children's Hospital - Neurology – San Diego, CA

**Patient Authorization Specialist II,** Aug 2000 to Present

*Build, coach, and direct high performing team of 6 members to effectively manage multiple complex projects, initiate change, and achieve challenging healthcare goals.*

Engage with government/public agencies, public affairs, and communication representatives to accomplish multiple priorities and projects with strict deadlines. Formulate and deliver presentations to senior management, including department heads and executives. Promote culture of respect by addressing multiple perspectives, agendas, and goals.

***Key Contribution:***

* Demonstrated exceptional project management, communication, interpersonal, and computer application skills, achieving desired outcomes in a timely manner.

B.G.R.P Architects and Planning. – San Diego, CA

**Office Manager/Admin,** Jan 1990 to Jul 2000

*Rendered exceptional design and construction support by supervising highly skilled administrative staff.*

Led and trained new employees on working procedures to optimize organizational productivity and efficiency. Built and strengthened strong working relationships with outside vendors, such as large-format print companies to manage rush jobs. Achieved all project deliverables within deadlines and as per client’s requirements. Steered a wide range of administrative functions, such as payroll sheets, employee attendance, and accounts payables/receivables/collections.

**Education**

**Master in Business Administration** (2020)

South University, Savannah, GA

**Bachelor of Science in Business Administration** (2018)

Argosy University, Phoenix, AZ