



ATHENA WALLIS

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PROFESSIONAL SUMMARY

Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals. To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.

SKILLS

- Progress Reporting
- Compassionate Communication
- Call Transfers
- Records Maintenance
- Data Entry
- Records Management
- Critical Thinking Skills
- Crisis Intervention
- Collecting Intake Information
- Multi-Line Phone Systems
- Office Supplies and Inventory
- Charting and Clinical Documentation
- Community Outreach Programs
- Client Satisfaction
- Microsoft Office
- Taking Client Histories

EDUCATION

UC Berkely Extension
Berkeley, CA • Expected in 10/2023

No Degree: Software Engineer
Bootcamp

University of Arizona Global
Chandler, AZ • 01/2023

Associate of Science: Psychology
• Dean's List 2022,2023

WEBSITES, PORTFOLIOS, PROFILES

- <https://github.com/athenamw>

WORK HISTORY

Northern California Behavioral Health - Intake Coordinator
Sacramento • 02/2023 - Current

- Enhanced office productivity by handling high volume of callers per day.
- Offered compassionate and attentive guidance to patients during moments of crisis and trauma.
- Completed administrative patient intakes with case histories, insurance information and mandated forms.
- Coordinated referrals through insurance and other medical specialists and documented details in patient charts.
- Contacted hospitals to confirm patients medical histories and prevent inaccurate diagnoses and treatments.
- Made and received 100 calls per day.
- Assessed clients' needs and determined eligibility for intake services.

Psynergy Programs - Caregiver/Medical Technician
Rancho Cordova, CA • 01/2023 - 02/2023

- Performed patient service duties by communicating directly with patients, answering questions and assisting with concerns.
- Monitored entrances and exits to maintain safety and organized environments.
- Charted on each patient daily.
- Treated clients and families with respect and dignity.
- Carried out day-day-day duties accurately and efficiently.
- Used critical thinking to break down problems, evaluate solutions and make decisions.

City Of Sacramento - Customer Service Representative
Sacramento, CA • 10/2022 - 01/2023

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Answered constant flow of customer calls with minimal wait times.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Answered average of 100 calls, emails and faxes per day, addressing customer inquiries, solving problems and providing product information.
- Entered orders into Salesforce computer database system.
- Effective liaison between customers and internal departments.
- Provided primary customer support to internal and external customers.

Covered California - Program Technician II/III

Sacramento, CA • 12/2020 - 10/2022

- Delivered technical support services to program users and applicants to improve quality of engagement.
- Contacted program applicants and obtained required enrollment information, documentation and signatures.
- Explained program regulations and procedures to program users to enable better services utilization.
- Distributed informational materials and enrollment forms to potential program users.
- Increased customer service success rates by quickly resolving issues.
- Took over escalated calls from other program technicians.

Akaal Veterinary Hospital - Practice Manager

Citrus Heights, CA • 12/2019 - 11/2020

- Provided outstanding support to entire staff which helped improve process flow and boosted efficiency.
- Developed close working relationships with front office and back office staff.
- Boosted staff morale by offering constructive feedback and specific direction.
- Oversaw accounting, budgeting, and financial reporting.
- Provided supervision and management to team of veterinary technicians and support personnel.
- Identified new areas of scientific research and provided internal training.
- Ordered all pharmacy supplies and kept check on inventory levels.

Dignity Memorial - Office Manager

Sacramento, CA • 04/2019 - 12/2019

- Maintained computer and physical filing systems.
- Oversaw office inventory activities by ordering and requisitions and stocking and shipment receiving.
- Optimized organizational systems for payment collections, AP/AR, deposits and recordkeeping.
- Established workflow processes, monitored daily productivity and implemented modifications to improve overall performance of personnel.
- Coordinated special projects and managed schedules.