

Deneen L. Moody

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SKILLS SUMMARY

Client focused individual with strong advocacy skills and 15+ years offering responses in customer facing roles, will provide effective and professionally empathetic patient support services; supervisory experience.

- Current training in medical terminology and records, HIPAA guidelines, health insurance concepts
- Experience with Medisoft for patient registration and scheduling
- Proficient in Microsoft Office: Word, Excel, PowerPoint, and Outlook

EDUCATION

Medical Office Support Certificate 11/2014-Present

YMCA Training, Inc., Boston, MA

- In process of completing intensive 20-week computerized Medical Office Support skills training program

Patient Care Certificate 6/2008-12/2008

Certified Nursing Assistant 11/2007-12/2007

American Ambulance, Norwich, CT

College Coursework

Southern Connecticut State University, New Haven, CT - 60 credits earned toward B.S.

Computer Science

Greater Hartford Community College, Hartford, CT - 12 credits earned in General Studies

PROFESSIONAL EXPERIENCE

Medical Office Intern 2/2015-Present

Mattapan Community Health Center, Mattapan, MA

- Greet and welcome all patients, families, and visitors; provide assistance as appropriate
- Help patients to check in and schedule additional appointments in Centricity system
- Contact 100+ previously scheduled patients for appointment reminders

Store Lead 7/2014-10/2014

Morgan Memorial Goodwill Industries, South Boston, MA

- Assisted customers in a friendly manner; provided effective resolutions for shopping concerns
- Provided all opening, closing procedures per specification, including cash balancing for daily deposit
- Supervised team of 12, including weekly scheduling and setting ongoing goals for development and sales
- Selected to participate in First Step Management Training Program

Concessions Supervisor 6/2012-11/2013

Ovations Food Services, Hartford, CT

- Trained and supervised 50 event staff in high volume environment
- Reconciled 45+ cash drawers per shift; prepared and delivered cash to secure location
- Updated all inventory reports for management on a daily basis

Crew Member 2/2012-6/2012

Jo-Jo's Coffee Roasting, Hartford, CT

- Received 200+customer orders per shift; greeted return visitors with advance preparations, resulting in increased sales; monitored and ordered all inventory for replenishing stock

Cashier/Shift Leader

4/2010-11/2011

Dunkin' Donuts, Norwich, CT

- Opened and closed store per regulation; reconciled all cash, prepared and made daily bank deposit
- Provided customer service for 2000-3000 patrons per shift at this busy location; processed all payments
- Promoted to Shift Leader after 2 months; Earned Employer of the Month distinction three times

Housekeeping Associate

9/2009-12/2009

The Hyatt Hotel, Uncasville, CT

- Met or exceeded all corporate standards to provide housekeeping for 30 guest rooms per shift

Teaching Assistant / Maintenance Associate

4/2005-9/2006

Vesta Corporation, Norwich, CT

- Founded Community Center program; planned, organized and executed community activities
- Supervised after school homework tutorial program for 30+ youth grades 1-12, daily

VOLUNTEER EXPERIENCE

Client Support Volunteer

7/2003-7/2008

Madonna's Place at the Women's Crisis Intervention Center, Norwich, CT

- Assisted clients in finding community resources and support services
- Supervised all donation receipt and distribution inventory