**Deneen L. Moody**

25 Oakwood Street, Dorchester, MA 02124 • 860-416-0195 • deneenmoody@gmail.com

**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