

CHANDRA ENGER**SKILLS AND ABILITIES**

- Extensive MS Excel knowledge
- Advanced understanding of MS Word usage including Templates, Macros and some Visual Basic
- Ability to learn and adapt to any business application with ease
- Tremendous problem solving ability, and efficient use of resources.
- Excellent organizational and time management skills
- Exceptional eye for detail, professionalism and accuracy
- Experience working in virtual environment for 8 years
- Organization and Professionalism to meet executive standards.
- Able to work well in high stress environment, independently, and also a team player
- 20+ years of pleasant and effective Customer Service skills

EXPERIENCE**Independent Contractor – (Mary Kay Sales Directors)**

September 2016-Current

○ **Office Assistant**-Part time (Also Full Time Student)

- Organize, clean, and stock party bags. Ensure accuracy, label, and put away new product orders. Systematically organize office space in addition to cleaning and arranging product shelves. Count inventory at year end. Gather customer sale merchandise and mail, or send order through CDS. Calculate customer invoices and charge customer credit card for purchases. Communicate when product or office supplies are running low or expired.
- Enter customers in Mary Kay InTouch and other online databases. Cross reference multiple databases to ensure accuracy. Efficiently use MS Word and Excel to manipulate customer and consultant information in addition to creating automation for mailings and labels. Aide in preparing monthly newsletters by gathering data from reports inside InTouch. Mail out customer and consultant birthday postcards, anniversary postcards, Star Consultant, I3 and other miscellaneous communications. Send e-mails to new leads and cross reference to avoid redundancies. Scan order documents, receipts, and sales tickets.
- Aid in creating promotional items by laminating or binding. Create and wrap gifts for parties, referrals, clients, or consultants.

Secure Base Counseling Center – Part Time

February 2016-July 2016

○ **Administrative Office Assistant**

- Maintained all support for two busy outpatient mental health clinics.
- Collected Intake information, answering the phone, scheduling appointments, greeting clients, managing records, organizing time and space to keep the office running smoothly.
- Seamlessly moved from small 3-room space to 10+ office in one location and prepared new space.
- Performed background checks, followed up with additional at-hire paperwork for clinical, and support staff.
- Effortlessly maintained all supply ordering for office supplies, clinical therapy, drop-in center and for new office.

CorVel Rehabilitation

November 2014 – July 2015

○ **Administrative Assistant**

- Work directly with 3 QRC (Qualified Rehabilitation Consultants) and a Job Placement Specialist. I handle all administrative functions for these 4 very busy professionals.
- Calculate current costs to report to DOLI (Department of Labor and Industry)
- Ensure timely filing of state forms
- Finalize and distribute monthly reports and invoices to customers for payment
- Responsible for keeping track of contacts and current demographic information
- Conforming to corporate set guidelines and contracts, yet still allowing for Minnesota State guidelines.

The ALARIS Group, Inc.

June 2007-October 2014

○ **Lead Administrative Coordinator**

- Maintain most utilities of the application to streamline functionality for Administrative staff, case managers and supervisors.
- Create, test, and roll out document templates. Set-up Network partners with access and train franchise groups on updates and new features. Create documents to assist Administrative Department for training and as reference material.
- Project Lead for many complex system updates and collecting information from supervisors, regional office managers, and program managers to implement stricter database functions.

- Marketing: Primary Administrative contact for Customer Implementation Team. Coordinate with Marketing, Supervisors, and Owners when a new product or customer is established to have all application functions set up in database correctly. Interpret existing and new contracts to ensure special instruction and preferred vendors are current.
- Finance: Work with the Collections Department to resubmit outstanding invoices, update to correct payers, fix billing errors, re-do incorrect invoices, and process short pays or voids.
- Perform tasks with Security and Privacy officer to ensure strict confidentiality with PHI. This also includes working with documents to ensure the correct updated state forms are current for each jurisdiction.
- Train other Administrative staff and franchise Administrative staff.
- Problem solve and work with Administrative team to resolve complex file set-up and billing issues.
- Run detailed reports to oversee department for quality assurance and accuracy.
- Verified new referrals and file set-up for correct company set-up requirements
- Reviewed high volume of outgoing invoices to ensure proper pricing, coding, reporting formats, and special customer handling.
- Maintained integrity of company and contact database. Ensuring correct demographic information and professionalism.

Eagan Counseling Clinic

October 2001-June 2007

○ **Patient Accounts Representative**

- Obtained prior authorizations and verified mental health insurance benefits for Individual, Group, intensive outpatient, and psychiatry services
- Outstanding customer service skills. Post patient payments to accounts. Extensive and creative collections with patients. Reconcile accounts. Resolve credit balances.
- Post insurance payments and follow up on denials. Work closely with Minnesota Care/MA and Medicare.
- Assist with billing obstacles for Day Treatment, Short Term Assessment Program, and Case Management
- IT backup and assisted with basic Microsoft office software training. Experience with electronic statements and insurance claims.

Community Bank, Würzburg, Germany

February 2000 – July 2001

○ **Customer Service Representative**

- Handled large volume of customers in high stress environment. Effectively opened and closed accounts. Assisted customers with account inquiries. Maintained large organizational and personal accounts. Provided assistance with account reconciliation. Ordered, closed, and maintained ATM cards using CIRUS system.
- Initiated automatic bill payments. Prepared telephonic transactions. Set up information to wire funds.
- Helped customers establish and manage line of credit. Accepted and verified loan applications. Prepared delinquent accounts for corporate collections.
- Worked as a teller upon demand. Responsible for the equivalent of \$50,000 in Deutsche Marks and US Dollars.

Behavioral Medicine Center, Fayetteville, NC

February 1998 – October 1998

○ **Billing Coordinator**

Obtained outpatient mental health benefits and obtained authorization. Posted cash to accounts and followed up on denials. Inventively worked patient collections and reconciled accounts with insurance collections.

- Managed all inpatient billing for over 15 physicians.
- Attended customer service and physical assault training with hands on classes.
- Operated on MEDIC computer system and was responsible for clinic backup IT tapes.

TECHNOLOGY AND COMPUTER SKILLS

- Microsoft Office: Word, Excel, Access, Power Point and Outlook
- .NET Proprietary industry specific recordkeeping database
- Multifunctional office equipment
- Electronic third party billing clearinghouse
- Customer specific online bill submission applications

EDUCATION

- **South Central College, Mankato** - Information Technology – Currently Enrolled – (AAS Degree anticipated 07/2019)
- **Dakota County Community Education** - Advanced Microsoft Excel Training, 2009
- **Bank of America Training Center, Bad Kissingen German** – Customer Service School, 2000-2001
- **Rasmussen College, Eagan Minnesota** - Accounting and Business Management coursework, 1996-1998
- **Eagan High School - State of MN** - General Education Diploma, 1996