**TANIA L. OCASIO**

**47 Bonner Street**

**Hartford, CT 06106**

**860-655-9287**

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**OBJECTIVE: To acquire a position as an administrative assistant, where I can maximize my training experience in an office environment with the opportunity to learn and continue to develop my skills.**

**Education: Administrative Medical/Dental office professional with word & excel**

**Goodwin College East Hartford, CT 2012**

**One-2-one components training**

* **Hipaa guidelines**

**Reception and administrative responsibilities**

* **Scheduling**
* **Triage of telephone calls**
* **Medical patient files (electronic and manual)**
* **Adherence to federal electronic health record management effective 2012**
* **Medical and dental terminology**
* **Practice management software**
* **Synapse**
* **Medical office simulations(moss)**
* **Business related internet skills**
* **Preparation of basic business documents using Microsoft word and preparation of basic business spreadsheet using Microsoft excel**

**Employment:**

**Hartford office supply Hartford, CT**

**(Data entry clerk/ mailroom supervisor)**

* **Compute, record, and proofread data and other information.**
* **Review files, records, and other documents to obtain information to respond to requests.**
* **Operate office machines, such as photocopiers and scanners, facsimile, voice mail systems**
* **Answer telephones, direct calls, and take messages**
* **Open, sort, and route incoming and outgoing mail**

**Giftcorp, Inc. Hartford, CT**

**(Customer service)**

* **Keep records of customer interactions or transactions, records of details of complaints. Inquiries, or comments**
* **Check to ensure that appropriate changes were made to resolve customers problems**
* **Interact with customers to provide information in response to inquiries about products or service**
* **Determine charges for services requested, collect deposits or repayments or arrange for billing**