**De Anna Carroll**

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**Objective**: To obtain a position with a progressive organization, which will enable me to utilize and enhance my skills, in the industry.

**Education**:

2009 – Pres Valencia Community College, Liberal Arts Major

1995 – 1999 East Hartford High School, Diploma General Studies

**Experience**:

2007 – Pres **Orlando Health**, ***Unit Secretary, Patient Business, Credit Balance Rep.***

Duties include, assisting ER physicians and staff with various clerical duties, such as, faxing, data entry, filing, copying, etc. Inputting of physician orders in the trauma room during life threatening procedures. Obtaining and inputting of patient demographics, insurance info, and copays. Assisting non-insured patients with applying for state aid. Reviewing of insurance and patient accounts in credit status for refunds. Verifying of diagnosis codes to ensure proper payment for services. Inputting of refund checks to reconcile accounts in overpayment status, from insurance and patient payments.

2004 – 2008 **Wachovia Bank**, ***Lead Teller***

Duties include, processing of routine and advanced client transactions, completing operational functions such as approving transactions, cash control, and management of less experienced teller operations. Assisting branch management with various projects, and duties assigned. Referring of products and services to existing and potential client, as well as offering excellent customer service to enhance client experience in bank setting.

2001-2005 **Comfort Inn**, ***Night Auditor***

Duties include, assisting guests with reservations, check ins and outs. Generating reports for the accounting department indicating revenue, balancing shiftwork from previous shifts before submitting daily totals. Reconciling shift reports and credit card totals before closing the daily batches. Offering excellent customer service at all times to enhance guests experience in a hospitality setting.

***References Available Upon Request***