**Lisa M. Dugas**

**76 Essex Street**

**Manchester, CT 06040**

**(203) 814-9278**

**LMDugas@gmail.com**

A qualified professional with many years of data entry and customer service experience seeking a challenging position in a growth-oriented organization that offers diverse responsibilities.

**Summary of qualifications**

•          Strong organizational, interpersonal, problem solving and multi-tasking skills

•          Extensive office experience including alpha-numeric data entry

•          Experience designing and implementing new office systems such as procedural and filing systems

•          Proficient in the following computer programs: Microsoft Office 2007, Microsoft Works, Microsoft XP, QuickBooks, Microsoft Word, Microsoft Excel, WordPerfect 9.0, Lotus Notes, Lotus 1-2-3 Smart Suite, ACT, Castelle, AIA Document Software, Primavera Expedition, Mac OS, Neo Office, 70 WPM.

•          ICD-9-CM • HCPCS • CPT • Medical Terminology • Electronic Medical Records Scheduling • Anatomy & Physiology • HIPAA • Medicare • Medicaid • TRICARE

•          Managed Care • Worker’s Compensation • MS Office • Medisoft • MOSS • Office Management • Insurance Claim Processing • Insurance Billing Procedures Medical Office Procedures •

**Experience**

**Bobby T’s Catering, Manchester, CT                                2008 - Present**

Accounting Clerk

•          Enter invoices, customer billing and other relevant documents into Quickbooks.

•          Assistance with procurement of catering supplies

•         Service at customer functions when needed

**Brad Marandino Co., Coventry CT                                  2007 - 2010**

Accounting Clerk

•          Enter invoices, bills of lading and other relevant documents into Quickbooks.

•          Responsible for implementing product ordering while maintaining company checks and balances.

•          Assist in maintaining business accounting records which include expenditures, receipts, accounts

payable and receivable.

•          Troubleshoot customer and/or vendor account concerns through research, brainstorming and

problem solving skills.

**CT Amusements, Stratford, CT                                        2004 - 2007**

Sales Assistant

•          Provided full support and organization of sales staff.

•          Created and updated data base of all pertinent client information for sales and inventory purposes.

•          Assisted in designing a marketing brochure for new marketing campaign.

•          Utilized excellent customer service skills to aid sales representatives with client concerns.

**Marconi Construction, Hartford, CT                                         2002-2004**

Administrative Assistant

•          Coordinated drawings and specifications for bidding of multiple projects.

•          Created and maintained database of all outgoing bids and suppliers.

•          Organized and entered data into Excel spreadsheets for competitive bidding process.

•          Kept in constant contact with project managers for change orders for billing, verifying

    appropriate payment and completed work.

**Buckley Associates, Inc., Newington, CT                                      2001-2002**

Administrative Assistant

•          Took customer requests for material quotations and utilized follow up techniques to ensure client

satisfaction.

•          Entered data into a multi-use database for tracking sales and employee performance.

•          Prepared quotations, project submittals, purchase orders and daily correspondence.

•          Contributed in providing inter-branch coordination of projects being bid.

**Shepard Steel Co., Inc., Hartford, CT                                      1993-2001**

Sales/Purchasing Administrative Assistant

•          Performed data entry of outgoing bids, material lists for material procurement and stock tickets.

•          Procured all bidding materials for estimator assignment.

•          Coordinated supplier pricing for multiple projects being bid, then created a database of suppliers.

•          Logged and maintained all print deposits for projects.

Receptionist

•          Operated a multi line telephone system with a high level of efficiency.

•          Ordered office supplies and special printed materials in a timely manner.

•          Provided support to sales and accounting department as required.

•          Handled business mail delivery on a daily basis.

**Education**

**Ultimate Medical Academy, Tampa, FL   2010 - present**

Medical Billing & Coding

Includes medical terminology, anatomy and physiology, disease processes, surgical procedures, life cycle of an insurance claim, health care settings, health care payers, procedure and diagnosis coding from medical records, reimbursement systems, facility billing, keyboarding, word processing, medical practice management systems, and life skills for success.

*References available upon request*