**DOLORES FONSECA**

347 Alpine Street Bridgeport, CT 06610 \* Email: [fonseca.dolores@yahoo.com](mailto:fonseca.dolores@yahoo.com)

Cell: 203.673.5921

**QUALIFICATIONS SUMMARY**

**Motivated team player experienced through various corporate and community entities seeking an opportunity to work in the healthcare field**

* Well-developed leadership and organizational skills with attention to detail.
* Proven ability to lead, guide and motivate a team with a high level of commitment.
* High level of interpersonal & communication skills experienced in student advising & enrollment
* Exceptional talent in recruiting, employment and career preparation.
* Ability to multi-task and prioritize in a fast paced environment with excellent people skills
* Experienced in Healthcare: Office Manager, Provider Relations, Insurance Billing, Medical Terminology
* Excellent customer service skills, creative and goal oriented
* STUDENT NURSE: completed four semesters of clinical in a hospital setting, pharmacology knowledge
* Experienced in Vitals, Medical Charting, Lab work, Scheduling Appointments, Office reception, Medical Assistant

**PROFESSIONAL WORK EXPERIENCE**

Concepts (Trumbull, Ct)

**Clinical Team Facilitator/Clinical Assistant**

* Provide clinical assistance and customer recruitment in a fast paced environment June 2009-Present
* Ensure accurate documentation, recruit, evaluate & prepare instruments on all routine studies
* Technical assistance to Scientists ensuring accuracyto studies using sterile technique

Gibbs College (Norwalk, CT) July 2006-2008

**College Admissions Recruiter**

* Motivating and directing students to appropriate degree programs to ensure college success
* Increased college enrollment through motivational techniques and motivational presentations
* Provided excellent presentation skills & consistently overachieved student enrollment every term

Total Move (Shelton, CT) Aug. 2005-July 2006

**Human Resources/Recruiter**

* Provided training & guidance on policies & procedures ensuring compliance
* Daily interviewing, new-hire orientation, training, maintenance of employee records & benefits

Pitney Bowes (Bridgeport, CT) June 2003-August 2005

**Retention Supervisor**

* Managed staff of 15 in a call center focusing on retention in a sales environment
* Job coaching and ongoing recruiting ensuring increased production & team building

Dial America Marketing (Trumbull, CT)  March 93 June 2002

**Human Resources Recruiter/Trainer**

* Increased production through new training procedures and motivational techniques
* Daily recruitment, training and job coaching ensuring quality assurance in a team environment

**HEALTHCARE EXPERIENCE**

* **Oxford Health Plans- (Team Leader)**
* **Health Net- (Provider Relations Customer Service)**
* **St. Vincent’s Medical Center (Emergency Room Admitting)**
* **Bridgeport Internal Group (Office Manager/Medical Assistant)**

**EDUCATION:**

* **SOUTHERN CONNECTICUT STATE UNIVERSITY**                                May 27, 2005

B.A- Liberal Studies (concentration Psychology & Sociology)

* **HOUSATONIC COMMUNCITY COLLEGE** June 1, 2002

A.S-General Studies

* **ST. VINCENT’S COLLEGE** Completed 4 Semesters of Clinical 2009-20120