Lisa Marie Horobin

*L.M.H*

260 Cook Hill Road, Wlfd, CT 06492

203.214.3409

Lisa.Horobin@yahoo.com

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| ***Objective*** | To obtain a position that will enable me to use my strong  educational background, organizational skills, and ability to work productively and efficiently with people to grow and form a lasting relationship with a well established company. |
| ***Experience*** |  |
| **ProHealth Physicians Laboratory**  [August 2005-  present] | **Client Service Representative**   * Created and worked with Excel Spread Sheets to organize data on laboratory specimen problems and track their progress. * Developed a system for Quality Assurance of Data Entry, and performed the QA each month. * Utilized the Laboratory Information System (L.I.S.) to find patient results and resolve problems. * Functioned as the voice of the laboratory, connecting directly with physicians offices over the phone to resolve issues and find any information they may need. * Kept contact lines open with more than 250 Doctors staff using telecommunication and Microsoft Outlook. * Maintaining the fax queue via L.I.S. to assure that critical laboratory results are received by doctors in a timely manner. * Used the Citrix server, to share, alter and access documents. * Followed HIPPA complacence, privacy, and security guidelines to makes sure patient information was protected. * Created CLIA manuals to be distributed to Doctors offices. * Conducted training sessions for the laboratory couriers on how to utilize the new technology within their work cell phones.  1. Developed systems on organizing important documents in a way that was efficient and easily accessible. |
| **Ferraro’s Painting and Restoration Inc.**  [January 2007-  January 2008] | **Administrative Assistant**   * Basic customer service from answering phones to scheduling jobs * Kept in contact with mangers through Microsoft Outlook * Collected information on new jobs, priced each job, formatted proposals, and followed through with contract writing and billing. * Used QuickBooks to keep track of budgets for individual projects. * Managed and distributed certified payroll. |
| **Big Orange Productions**  [August 2004- November 2006] | **Promotional Modeling**  Self employed   * Booked jobs and created my schedule for maximum effectiveness * Attended and conducted training sessions for other promotional models. * Set up attractive store displays to attract customers. * Demonstrated products and persuaded consumers. |
| ***Education*** |  |
| **Southern Connecticut State University**  [December 2007-December 2009] | **Bachelors of Science- Communications**  Advertising and Promotions   * Explored creativity individually and with a team. * Learned how to construct visual and verbal messages to connect with consumers. * Discovered how to use Direct Marketing: print, audio, video, and electronic * Used new technologies relate to the world through advertising, promotions, and public relations. * Successfully executed a marketing communications plan. * Utilized Adobe Creative Suite in order to communicate a message. |
| **University of Massachusetts - Boston**  [September 006- December 2007 ] | **Bachelors of Science**  Communications and Labor Studies   * Studied labor and union jobs as an Independent Studies course * Completed competency courses * Assisted the dean of the communications department with everyday tasks. * Developed flyers for a “Walk for the Cure” * Promoted different events for students taking place within my major. |
| **Gateway Community College**  [September 2004- May 2006] | **Associates Degree**  Liberal Studies   * Completed general education requirements * Became of member of the National Society of Success and Leadership |
| ***Skills*** | Adobe Creative Suite, Microsoft Office, Troubleshooting, Problem Solving, Teamwork and Independent Work, Solution Development |
| ***Certifications*** | National Society of Success and Leadership  abstractwoman by andreabrite. |
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| ***References*** | *See Attached* |