Maria Fletcher

5 Two Mile Hill Road Waterford, CT 06385

(860) 444-2153

**QUALIFICATION HIGHLIGHTS**

* Experience in performing HIM and Medical Coding, secretarial, HR and support duties
* Demonstrated ability to prioritize, organize and manage office workflow
* Knowledgeable in clinical and laboratory technical and administrative support
* Ability to coordinate multiple activities and work both independently and as a team player
* Experience in computer based data and software administration
* Bilingual – fluent in Spanish and English

**PROFESSIONAL SKILLS**

* CPT/ ICD-9/ HCPCS Coding
* Medical Terminology
* HIPPA Laws
* Medical Records
* Call Center Administration
* MS Word/ Excel/ Access/ Outlook
* Business Math
* Records Management
* Windows XP
* OSHA Regulations
* First Aid CPR
* WordPerfect
* DTIMP for Windows
* Calendar Manager
* ISIS Database
* Internet/Links
* Servers/ Client Software
* Lotus Notes
* Web Sites/Pages
* Oral Communications
* Typing WPM 45
* Accounts Receivable

**EDUCATION**

*Associates Degree: Health Information Management and Coding:* Bryan University

(ECD March 2012)

*Licensed Massage Therapist:* Teamwork, LLC – Allied Health Academy, Salem, CT

*Phlebotomy Program Completion:* Huntington Institute, Norwich, CT

**RELEVANT EXPERIENCE**

**Medical Industry Experience**

Assisted in patient records filing and labeling; Completed patient documentation; measured vital signs, height and weight, EKG/EEG; Called in patient medication through pharmacy line; Re-stocked medical rooms with medical supplies; Provided individual and needs assessments; wrote case management plans.

**Administrative Experience**

Maintained accounts receivable – purchase orders, service agreements, financial records and membership records in database; Relieved management of administrative detail, all projects; Coordinated work flow - Kept projects on schedule, update and chase delegated tasks to ensure progress to deadlines; Took initiative in manager's absence, composed correspondence/reports; Checked process replies on own initiative or from bosses' dictation or notes; Maintained procedures manual to ensure consistent performance of routines; Provided member referrals to other agencies and completed all client paperwork. Received incoming calls, email and web requests from a variety of geographically dispersed facilities.

**Customer Service & Advocacy Experience**

Provided customer service for membership retention; Provided and built superior client service to service providers and client personnel; Completed all assigned daily call-backs to ensure Customer Satisfaction; Provided accurate, timely client work orders which result in highly satisfied customers; Complete supplemental customer service training as required; Employed Customer Care Development Action / Customer Care Action Plan; Provided daily case management and housing assistance to AFL members; Coordinated comprehensive services, acted as an advocate, developed case plans; Provided transition assistance for new members transferring from other agencies.

**Call Center Experience**

Maintained individual productivity statistics/performance metrics; Identified areas of opportunity and utilized skill/knowledge to suggest improvements; Monitored telephony queue time data to maximize productivity; Participated in site lead team meetings to ensure ongoing focus on Customer Care; Championed Customer Care vision and Moments of Truth in site team meetings; Supported Managers in service observation activities and feedback; Developed Process and Procedures for the Call Center

**EMPLOYMENT HISTORY**

*Administrative/Call Center Lead*

URS at Pfizer, Inc, Groton, CT 02/12-Present

*Call Center Representative*

*Site Customer Care Champion*

Jones Lang LaSalle at Pfizer Inc., Groton CT 05/08-01/12

*Medical Assistant*

Main Medical, Mystic, CT 08/04-01/05

*Membership Services*

Work Out World, Waterford, CT 02/03-05/04

*Case Manager / Resident Advocate*

Alliance for Living, New London, CT 01/02-02/03