SHALONDA MATHIS

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***EDUCATION:***

Professional Medical Assistant, 2011

Branford Hall Career Institute, Windsor CT

* Medical Law and Ethics
* Medical Office Procedures
* Pharmacology
* Phlebotomy
* Medical Terminology
* Medical Assisting Clinical Lab

**CLINICAL EXPERIENCE:**

* Assist Physician with examinations, treatments and minor office surgery
* Obtain vital signs
* Obtain patients' personal data and medical histories
* Prepare patients for examinations and treatments
* File and maintain accurate patient files and charts

***ADMINISTRATIVE EXPERIENCE:***

* Received phone calls from customers in order to research, analyze and reconcile inquiries and transactions; in multiple administrative settings
* Assured compliance with bank, investor guidelines and customer service standards
* Used computer programs to resolve customer issues and answer customer inquiries, such as reconciling payments and accounts, database entry, and research
* Corresponded with applicants via telephone and in person, to clarify information pertaining to applications and obtain initial application information
* Reviewing applications for eligibility requirements and completeness

***INSURANCE AND ACCOUNTS PAYABLE EXPERIENCE:***

* Received and made calls to pharmacies to assist the pharmacist with filling prescriptions.
* Effectively dealt with the demands and expectations of a high-paced, high-volume environment.
* Worked closely with A/R to run weekly reports and process outbound payments to vendors
* Responded to customer inquiries regarding work order issues and delivery invoices in a courteous and helpful manner
* Provided timely and thorough resolution of all issues raised by customers, as well as documenting all actions and correspondence

***WORK HISTORY:***

Medical Assistant/GYN/Oncology St. Francis Hospital (intern) 07/2011 - 09/2011

Customer Service Representative Affiliated Computer Services 12/2008 – 07/2010

Loan Processor/Closer Mortgage IT, Rocky Hill, CT 08/2006 – 09/2008

Loan Processor/Office Manager Imperia Mortgage, Hartford, CT 02/2004 – 06/2006

Customer Service Representative Harte Nissan, Hartford, CT 02/2002 – 11/2003

Accounts Payable Data Specialist Enron, Hartford, CT 10/2000 – 01/2002

Customer Service Representative Cigna Health Care, Bloomfield, CT 04/2000 – 08/2000

Assistant Underwriting Specialist Mass Mutual, Hartford, CT 11/1998 – 02/2000

***VOLUNTEER EXPERIENCE:***

Boys & Girls Club of Hartford, CT Ongoing