**Kalisha Eddington**

65 Belmont Ave. Apt # 4R

Springfield, MA 01108

Cell: (413)657-3768

[Purpose01119@yahoo.com](mailto:Purpose01119@yahoo.com)

**Objective**

Looking for a challenging and rewarding career within a reputed company.  
  
**Experience**  
  
**2012 - 2012 Administrative Assistant/Scheduler**

Santa Rita Nursing and Rehabilitation Center, Green Valley, AZ

Provided administrative support for the Facilities Operations Manager and handled incoming calls, greeted visitors, filing, mail distribution, data entry, prepared minutes, reports and spreadsheets. Ran marketing events. Scheduled appointments and coordinated transportation throughout the facility.

**2011 - 2012 Patient Care Technician**

University Medical Center, Tucson, AZ

Observed patients in acute care setting, monitored vitals and utilized electronic charting systems.  
  
**2010 - 2011 Customer Communication Specialist**

Coventry Healthcare, Tucson, AZ

Specialized in data capturing; medical coding provided on hospital and physician bills which were processed against state specific guidelines. Resolved billing concerns, authorizations, denials and payments using multiple computer systems daily.   
  
**2006 - 2009 Correctional Officer II**

State of Arizona, Tucson, AZ  
Enforced department policies and inmate regulations through interpersonal communication skills and the use of progressive sanctions. Supervised inmates’ activities and kept an active record.

**2006 - 2006 Customer Service Representative**

Cox Communications, Tucson, AZ  
Typed 45-55 wpm and handled inbound calls. Employed active listening and strong verbal communication skills to provide customer service and resolve billing issues.

**2003 - 2005 Customer Service Representative**

Teletech, Enfield, CT

Provided customer care for cable subscribers by resolving technical and billing concerns.   
  
**Education**

2012 General Studies ASD, Pima Community College, Tucson, AZ (In progress)

2011 American Heart Association BLS for Healthcare Providers and First Aid, Green Valley, AZ

2003 Medical Assistant, Sanford-Brown Institute, Springfield MA