

# ALICIA ROSS

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## Professional Summary

Dedicated to continuous process improvement and increased production with implementing new clients in the face of rapidly evolving and changing markets. Extremely results-oriented and proactive in addressing and resolving problems to maximize client retention and increase team production.

## Skills

- Exceptional interpersonal and client communication
- Project and Client account management
- Customer service-oriented
- Efficient troubleshooting and multi-tasking
- Continued education to keep current on industry changes
- Adherence to company policy and procedure
- Dedication to effective and consistent documentation
- Skilled software support
- Manage client expectations to achieve desired results

## Work History

**Implementation Coordinator**, 07/2007 to Current

**Compulink Business Systems, Inc.** – Thousand Oaks, CA

- Dedicated to serving Compulink clientele since 2007 with four years in our EDI Department serving as the first EDI Enrollment Coordinator leading to EDI Enrollment Supervisor in 2011. Received promotion to Implementation Coordinator in 2011.
- Continued partnership with Sales, Training, Data Conversion and EDI departments to produce clientele who have successfully implemented our practice management software in their practices.
- Assisted with hiring and training numerous staff as EDI Enrollment Supervisor and have assisted with mentoring newer employees in the Implementation Department.
- Contributed to establishing new policy and procedures with EDI Enrollment and continue to participate in feedback regarding implementation challenges, policies and best practices to increase quality assurance.

## Education

**Certified Professional Coder, Certified Medical Biller:** Medical Coding/Billing, HIPAA Compliancy, Microsoft Office, 2006

**New Horizons Computer Learning Center - Windsor, Connecticut**

**Associate of Arts : Business Management, 2000**

**College of the Canyons - Santa Clarita, CA**

## **Accomplishments**

- EDI Team Player of the Year 2009
- Implementation of SEED accounts
- Piloted Quick-Start Implementation program