

# Erika Avalos

Carrollton, TX

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https://erikaavalos.github.io



Results-oriented, team player and motivated professional assistant with a strong passion for learning. Years of heavy public contact experience; excellent communication, administrative and analytical skills.

## Skills

- HTML & CSS | Responsive Web Design
- Microsoft Office Products
- Visual Studio Code | Git/ GitHub
- Software Systems | SAP, EDI, Epic, Oracle
- Windows, MacOS, Linux/Ubuntu
- Manufacturing | Plumbing and Insulation
- Technical Support
- Amazon Web Services
- SEO Keyword Search

## Experience

09/2022 – PRESENT

### Hugh M. Cunningham Companies - Carrollton, TX | INSIDE SALES

↳ Facilitate order processing, problem resolution, and factory coordination. Report discrepancies and request credit when appropriate. Collaborate with Inventory control, Logistics, and the distribution team. Acting as a liaison between customers, field sales and other departments.

↳ Establish and maintain relationships with wholesaler sales reps by serving as primary contact to 6 different manufacturers. Providing courteous and professional service to internal and external customers. Review order pricing, verify and audit EDI orders. Assist with credit memos and invoices.

↳ B2B support including inbound calls/emails regarding stock, orders, order changes, return authorizations. Assist Account Managers, provide quotes, tracking info, and customer follow-ups.

↳ Review all orders for pricing, shipping address, date, and type. Verifying and auditing EDI orders.

09/2017 – 09/2022

### Parkland Health Hospital - Dallas, TX | BUSINESS SUPPORT

↳ Document patient encounters, calls, and requests. Reply to MyChart messages, verify insurance, sort faxes, review, and sign patient charges. Responsible for data entry and payment collection.

↳ Coordinate with medical staff, assist patient registration/scheduling ensuring HIPAA compliance.

↳ Collaborate as a member of the PRN team by providing ongoing assistance and flexibility to several Parkland Clinics; Alternated between 10 different specialty clinics in DFW.

## Education

02/2022 | IT Technical Support Certificate | GOOGLE THRU COURSERA

03/2015 | Medical Assistant Diploma | KAPLAN-BRIGHTWOOD COLLEGE

05/2014 | High School Diploma | UPLIFT WILLIAMS PREPARATORY