Erika Avalos

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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
- Technical Support
- Visual Studio Code | Git/ GitHub
- Responsive Web Design
- Windows, MacOS, Linux/Ubuntu

- Epic Systems software
- ICD-9 and ICD-10 code.
- Amazon Web Services
- Microsoft Office Products
- SEO Keyword Search

Experience

09/2022 – PRESENT

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

↳ Facilitate order processing, problem resolution, and factory coordination. Assist Account Managers on job quotes, tracking and customer follow-ups. Report shortages and request credit when needed.
↳ Review all orders for pricing, terms, ship date, etc., and confirm with customer prior to entering.
↳ Responsible for 6 assigned manufacturers. Establish and maintain relationships with Wholesalers and Contractors. Duties include being a primary contact, answering calls and updating of critical information.
↳ Conduct suggestive selling. Seek and attend necessary training to support assigned product lines.
↳ Suggest changes to stocking levels of product when deficiencies are found.

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. 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 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