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| Erika Avalos ​ | |  |  | | --- | --- | | ​​ Carrollton, TX ​ |  | | ​​ 469) 662-8583 ​ |  | | ​​ ByErika.Avalos@gmail.com ​ |  | | ​​ linkedin.com/in/erikaavalosv ​ |  | | ​​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

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| * 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