

Monica Yarbrough

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Administrative

Profile

To secure a position in which my knowledge and experience will be utilized effectively, to poses ambition to advance and enhance my professional skills, detailed oriented, highly organized, with exceptional verbal and written communication skills. Proficiency in Microsoft Office programs. Strong planner and problem solver who readily adapts to change. Able to juggle multiple priorities and meet tight deadlines.

Education

Simon Sanchez High School — Yigo, GU

High School Diploma -Graduated

Pacific Institute — Maite, GU

Professional/ Business Development- Graduated:

- Accounting
- Typing 65 wpm
- Lotus 123
- Peachtree

Key Skills & Qualifications

Office Skills:

*Office Management
Data Entry 8000kps
Administration
Front Desk Reception*

*Accounting
Spreadsheet/Reports
Calendaring*

Computer Skills:

*MS Word
MS Excel
MS PowerPoint*

*MS Outlook
MS Access
MS Project*

Experience

The Heart Hospital Baylor Plano — Plano, TX

Supply Chain Tech II, 2011 to present

Provide exceptional support for our visitors and staff members. Maintain supply PAR levels for entire facility on a daily basis.

Highlights:

- Accept the role of Service Line Coordinator for the following departments: ANESTHESIA, PERFUSION, CATH LAB and SURGERY PAR
- Build and maintain outstanding customer service excellence with end user to accommodate patient and visitor needs
- Maintained and open line of communication at all times, via email, personal and landline phone to ensure product delivery or orders have been met
- Complete a Requisition followed by a SCOPES ticket call requesting delivery status based on the END USERS request can be anywhere from expediting or standard processing
- Continue to meet and exceed all expectations required to perform job duties
- Establish and maintain a positive and enduring relationship with patients, staff members, visitors and team members
- Play a key role in retention as wells as satisfaction rates, viewed as an exceptional team player

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The Heart Hospital Baylor Plano – Plano, TX**Supply Chain Tech I, 2011 to 2012**

Provide exceptional support for our visitors and staff members. Maintain supply PAR levels for entire facility on a daily basis.

Highlights:

- Maintained supplies for par levels for the following department Nursing, Pharmacy, Radiology etc.
- Provided, maintained and assist nurse floors and hospital staff members in acquiring needed or patient request supplies
- Trained and assist new employee using LAWSON APPLICATION, PAR LEVEL floor counts and restock, including OMNI CELL but not limited to
- Continue to meet and exceed all expectations required to perform job duties
- Established and maintained a positive and enduring relationship with patients, staff members, visitors and team members
- Played a key role in retention as well as satisfaction rates, viewed as an exceptional team player

Baylor Health Care Systems – Dallas, TX**Customer Service, 2010 to 2011**

Provided exceptional Customer Service support for END USERS and Vendors in the Procurement Department Bryan Tower. Created and maintained SCOPES tickets based on priority level

Highlights:

- Played a key role in providing and maintaining an excellent Customer Service support for vendors and Baylor facilities and ENDUSER
- Assisted and created SCOPES tickets per each call and prioritize them by importance levels, such as P1- Highest Priority, P2 secondary and P3 by the end of the business day, forward and contact proper Buyer based on the item(s), via I M, phone and or email
- Effectively handled Customer Relations and complaints, and provided quick problem resolution
- Served as front line contact for high volume Ancillary team
- Processed all incoming virtual faxed requisitions using RQ44 for Ancillary team
- Maintained daily RQC and PO reports using GHX systems for Cardinal PO's
- Attended Baylor online classes to improve my Customer Skills, such as; but not limited to RQC, Lawson, GHX etc.
- Volunteered to manage and assist in the United Way campaign proceeds and employee donations
- Ordered and tracked weekly office supplies for all of Procurement Department and assisted the BDC (Baylor Distribution Center) in the transition from Office Max to Office Depot

Blue Cross Blue Shield of TX – Richardson, TX**Customer Advocate I, 2009 to 2010**

Handled Customer Service inquiries, complains, pre authorizations, referrals or make necessary changes and or updates per cases. Managed a high volume workload within a deadline driven environment.

Highlights:

- Cultivated a positive and enduring relationship with customer and members
- Assisted members/providers to initiate new pre authorizations/ referrals or make adjustments to previous case
- Serviced member/ providers with case by case set up thru websites offered by company
- Managed cases such as, but not limited to the following: NICU, SNF, HH, HIT, REHAB – Indeminty, EPO, HMO & PPO
- Established a positive relationship with members and providers
- Played a key role in retention as well as satisfaction rates, viewed as an exceptional team player

Artistic Dental Lab – Carrollton, TX**Office Manager, 2008 to 2009**

Oversaw daily dental office operations. Managed drivers schedule and handled all administrative billing issues. Ensured the delivery of premium quality materials in timely matter. Opened and closed business during the hours of operation. Quickly became a trusted employee know for "can to" driven attitude,

flexibility and high quality work.

Highlights:

- Managed drivers daily schedule pick ups
- Managed and implemented quality control testing to ensure customer satisfaction
- Ordered and tracked all office and shipping supplies on a monthly basis
- Prepared, faxed and mailed monthly statements
- Notified clients via phone/email regarding past due accounts
- Implemented and generated monthly running logs for budget and billing expenses
- Assisted and resolve customer issues
- Maintained and effective line of communication between customers and consumers
- Established strong relationships to gain support and effectively achieve results
- Helped coordinate meetings that contributed to sales/ & potential customer enrollment
- Entrusted to manage office in the owners absence

Freddie Mac – Carrollton, TX

Receptionist, 2004 to 2008

Assisted and provided consumers and homeowners with confidential information. Provided customer support to all callers. Greeted personnel upon arrival.

Highlights:

- Provided timely, courteous and knowledgeable response to information requests
- Screened and transferred calls based on situation
- Cultivated positive and enduring relationship with homeowners and consumers
- Prepared and initiated conference room itineraries for weekly scheduled meetings
- Assisted Facility department with setting up audio, media and digital equipment for upper level management visits
- Serviced consumers and homeowners with housing information, such as company website or basic homeowners information
- Assisted Mail room on a daily basis with mail sorting
- Provided support to all department when needed
- Printed, collated and filed daily department email

JC Penney, Inc., - Plano, TX

Administrative Assistant, 2000 to 2004

Coordinated travel arrangements, maintained database and ensured the delivery of premium service to students.

Highlights:

- Trained 3 temporary employees in the Intimate Apparel Department, one was later promoted to Administrative Assistant to Director of Children's Apparel
- Initiated and scheduled all travel arrangements and itineraries both for local and overseas agendas
- Developed innovative PowerPoint presentation used by the Office of Admissions to market executive support programs to potential students.
- Established and maintained both monthly and annual budget expense reports
- Implemented weekly meeting finance reports using excel spread sheet
- Assisted Product Development team in weekly competitive shopping which increased Product Development sales by 5% earnings

REFERENCES

AVAILABLE UPON REQUEST