

Sierra S. Smith

937 Ryan circle

Dallas, Texas 75224

smith.sierras@yahoo.com

214.985.6894

Objective

To obtain a challenging position with a growing organization aimed to perfect my duties effectively, contribute to the financial success of the organization using my applied knowledge, skills and experiences and which will also provide me with the opportunity for growth and advancement.

Professional Experience

UT Southwestern Medical Center- Clinical Staff

Assistant

June 2015-Present

Dallas, Texas

- • Completes detailed patient demographic and insurance information in electronic medical record (EMR) system
- • Tracks referral scheduling statuses and ensures referrals are completed in a timely fashion
- • Schedules patient appointments utilizing demographic and registration best practice model
- • Verifies patient insurance benefits prior to patient appointments

utilizing online and automated verification systems

- • Answers patient phone calls utilizing UT Southwestern PURE concepts

**Towne Park (Hyatt Regency Dallas) – Cash Applications Specialist
Aug 2013 - June 2015**

Dallas, Texas

- • Responsible for performing and processing daily billings
- • Train new hires, serving as a primary reference source for function to assist in resolving discrepancies or procedural problems,

utilizing knowledge of specialized function

- • Increase guest confidence and loyalty by providing courteous and prompt service, consistent operating conditions and a friendly atmosphere
- • Perform written and verbal communication and used a 10-key adding machine or keyboard
- • Operate office machines, such as photocopiers and scanners, facsimile machines, voice mail systems and personal computers.
- • Exercised proficiency in use of multi-line phone

systems for inbound
and outbound calls

Target - Cashier

April 2012 - June 2013

Dallas, Texas

- Responded to inquiries and consumer concerns and provided timely resolutions
- Increased guest confidence and loyalty by providing courteous and prompt service, consistent operating conditions and a friendly atmosphere
- Processed monetary and credit card transactions

Pizza Hut – Crew Member

February 2011 – February

2012 Dallas, Texas

- • Performed cashier responsibilities and processing orders
- • Kindly greeted everyone at the door and made sure they were seated in a timely fashion.
- • Exercised proficiency in use of multi-line phone systems for inbound and outbound calls
- • Respond to inquiries or complaints from customers, building customer loyalty through

Education

Dallas County

Community College

District

August 2012-Present

Dallas, Texas

Basic Courses

- • Major – Business Administration

**Ogle School of
Cosmetology & Esthetics
August 2010- March
2012**

Dallas, Texas

- • Licensed Cosmetologist

**Knowledge, Skills and
Abilities:**

- • Ability to work in diverse teams and the ability to communicate well with others.
- • Ability to solve and analyze complex problems.

- • Detail oriented, with ability to process work with accuracy.
- • Prioritize and plan work activities efficiently to meet deadlines.
- • Excellent organizational skills.
- • Ability to follow instructions and respond to management directions.
- • Self-starter that, once trained, can work without constant supervision.
- • Excellent customer service skills (friendly, courteous, helpful).
- • Ability to work in team environment; ability to deal with change, delays, or

unexpected events.

- • Work on multiple tasks & projects simultaneously.
- • Microsoft Office: such as Microsoft Word, Excel, and PowerPoint.

REFERENCES

- ♣ Available upon request