

# Brandi Garrett

## **QA Specialist - Clearview Diagnostics**

Lancaster, TX 75146

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(214) 986-4146

## Work Experience

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### **QA Specialist**

Clearview Diagnostics - Farmers Branch, TX

September 2017 to Present

Verify all information provided by the clinic, data entry/verification of all patient information and requested test orders, identify discrepancies in orders, communicate with client services, lab operations, and billing depts, resolves flags/holds, accession/process specimens when needed.

### **Assistant Store Manager**

Family Dollar - Lancaster, TX

June 2017 to September 2017

Greets and assists customers in a positive, approachable manner. Answers questions and resolves customer inquiries and concerns.

Maintains a presence in the store by providing excellent customer service.

Ensures a clean, well-stocked store for customers.

At the direction of the Store Manager, supervises, trains, and develops Store Team Members on Family Dollar operating practices and procedures.

Assists in unloading all merchandise from delivery truck, organizes merchandise, and transfers merchandise from stockroom to store.

Assists Store Manager in ordering merchandise and record keeping to include payroll, scheduling and cash register deposits and receipts.

Supports Store Manager in loss prevention efforts.

Assumes certain management responsibilities in absence of Store Manager.

Follows all Company policies and procedures.

### **Specimen Processor Specialist**

Next Health - Dallas, TX

February 2016 to February 2017

- General office duties to include: data entry, email, scan documents
- Supervised receiving room
- Enter patient information to process samples for providers
- Logged sample counts and delivery
- Distributed samples among team

### **Medical Staff Coordinator**

Parkland Health & Hospital System - Dallas, TX

June 2015 to December 2015

Responsibilities

Customer Service, data entry, filing, email, scan documents. General office duties. Answer multi line phone. Processed the re-credentialing of physicians, allied staff. Maintain and update Expirables for licensure, insurance, and board certifications.

criminal researcher

### **Customer Service Representative**

Backgroundchecks.com - Dallas, TX

February 2015 to March 2015

#### **Responsibilities**

Search database to fulfill clients request for criminal background checks, sex offender registry, and terrorist searches.

#### **Accomplishments**

I learned how to read records and determine what was needed to report based on standard operating procedures.

#### **Skills Used**

Customer service, data entry, email, research

### **Administrative Assistant**

Parkland Community Health Plan - Dallas, TX

May 2014 to December 2014

#### **Responsibilities**

Customer Service, data entry, filing, email, scan documents, created spreadsheets. Assist members and doctors who are trying to enroll into the health plan. Answer multi line phone. Assisted with re/credentialing of doctors and nurses

#### **Accomplishments**

I got all the credentialed doctors and nurses folders scanned and filed so that they can be seen electronically.

### **Verifications Specialist**

Aegis Communications - Irving, TX

October 2012 to April 2014

Customer service, data entry, verify customers who have enrolled into Humana plans

### **PSE Clerk**

US Postal Service - Dallas, TX

August 2011 to August 2012

sort and distribute mail throughout the facility, ran mail on Merlin machine to make sure mail was ready to go onto the floor and into circulation. and scan mail and trucks, depart trucks from docks, and load and unload mail.

### **Department Assistant IV**

Cedar Valley College - Lancaster, TX

September 2008 to January 2010

performing general office duties, register students, receives and accumulates data; verifies accuracy,

completeness and compliance with DCCCD policy and procedures, office procedures and/or state/federal regulations related to department functions, may provide information and assistance to current or potential students, answer multi-line telephone, fax, email, spreadsheets, certificates, etc.

## Education

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### **Psychology**

Cedar Valley College - Lancaster, TX  
2008 to 2009

Prairie View A&M University - Prairie View, TX  
2003 to 2005