Nena McGill

504 Stillwater Dr. • Waxahachie, Texas 75165

**Cell**: **(469) 818-4347**

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**OBJECTIVE:**

Seeking an opportunity to apply my accumulated work knowledge, leadership, team-oriented skills, and education to enhance my career as an Customer Service Representative or Office Administrator.

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| **PROFESSIONAL PROFILE**   * HER/Athena (Electronic Medical Record) user * Superlative patient / public relations strengths, planning, and problem-solving abilities * Excellent communication and interpersonal skills proven through successful interactions at all levels * Working knowledge of Microsoft Office programs * Actively working towards a Business Degree (40 Hrs. completed)   Quick learner with the ability to adapt to different and challenging work environments including new techniques and technology. | | | |  | | | |
| **EMPLOYMENT HISTORY** | | | |  | |
| **MadeWell OBGYN *–*** 3310 Live Oak, Dallas, TX | | |  | | | | | |
| ***Office Coordinator for OBGYN / FACOOG*** | | | | **December 2012 to Present** | | | | | | |
| * Maintain positive demeanor and professional aptitude in both appearance and approach * Practice patient centered/patient valued behaviors on daily basis * Responsible for the upkeep and proper recording of all patients’ check-in and out flow * Re-verify patients contact information and enter it in the records data base * Triage calls according to triage guidelines, answering telephone calls and messages, matching chart and distribute to appropriate staff personnel * Scheduling patients for appointments on the spot or via phone conversation and coordinate cancellations as applicable * Maintain effective patient flow * Update and manage supervisor’s calendar in a timely manner * Provide administrative support to staff members * Perform billing tasks, receive payments for collections and prepare bank deposits * Organize, attend, prepare, and actively participate in staff meetings * Perform and maintain all the office filing and record keeping and collect and distribute mail * Maintain office equipment, keep office organized, and order departmental office supplies * Adhere to OSHA medical office regulations * Compliant regarding HIPPA process requirements * Handle potentially stressful situations and multiple tasks simultaneously as dictated by tempo | | | | | | | |
| **Baylor Hospital –** 3500 Gaston Avenue, Dallas, TX. | | | | | | | | | | |
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| ***Office Coordinator*** | | | | ***June 2006 to December 2012*** | | | | | | |
| * Process all invoices to ensure a timely payment. * Discharged patient accounts and monitor patient database. * Process and prepared reports to include discharge, evaluation and swallow studies. * Processed patients• scripts monthly for continuation of services. * Ensured all insurance verification were accurate and entered relative notes into Patton system. * Negotiated and collect deposits, co-payments and co insurance monies due. | | | | | | | |

**References available upon request**