**QUANTISHA RAY**

1021 Pecan Crossing Drive, Apt. 4016 ▪ Desoto, TX 75115 ▪ [quantisharay@gmail.com](mailto:quantisharay@gmail.com) ▪ 903-441-8642

**PROFESSIONAL PROFILE**

Customer service oriented professional with a dynamic training in healthcare management. Consistently model and inspire high levels of integrity. Accustomed to working in environments where accuracy and accountability are essential.

* Greenway | Microsoft Office Suite / MS Excel; MS Word; MS PowerPoint.
* Strong verbal, written and interpersonal communication skills.
* Makes decisions based on facts and experience.
* Pays close attention to detail to ensure accuracy and maintain compliant documentation.
* Well-organized, manages time and priorities in multi-task environments.

**KEY QUALIFICATIONS**

Accounting ▪ Payroll ▪ Banking Systems ▪ Healthcare Law ▪ HIPAA Compliance ▪ Charting ▪ Filing

Human Resource Management ▪ Organizational Improvements ▪ Appointment Scheduling

CMS1450 ▪ UB04 ▪ CMS1500 ▪ Healthcare Claim Cycle ▪ Insurance Verification

Interpersonal Professional Communications ▪ Business Office Operations ▪ Medical Office Procedures

Medical Practice Management Systems ▪ Processing Co-Payments ▪ Insurance Billing Procedures

Practice Structure ▪ Leadership & Management ▪ Medical Terminology ▪ Anatomy & Physiology

**EDUCATION**

Ultimate Medical Academy │ Associate of Science Degree – Healthcare Management, 2018

**PROFESSIONAL EXPERIENCE**

Cracker Barrel | Restaurant – Lancaster, TX 08/2017 – Present

**Short Order Cook**

* Greet customers entering the establishment and maintain communication throughout the ordering process.
* Document adherence to all standards for customer service, product quality, safety monitoring and food handling.
* Accept payment from customers in the form of cash, credit cards, and debit cards, and made change as necessary.

Moe’s Southwest Grill | Restaurant – Dallas, TX 05/2016 – 08/2017

**Sales Associate / Customer Service**

* Performed a variety of tasks including food production and assisting customers.
* Took orders, operated cash register, accepted payments, and maintained clean and organized workstation.
* Worked in a team environment and communicated effectively with managers and co-workers.
* Trained employees on company policies and procedures to ensure success.

The Hudson Group | Travel Retail – Dallas, TX 07/2015 – 03/2016

**Sales Associate / Customer Service**

* Greeted customers, and answered questions regarding services and products.
* Helped locate products, checked prices on merchandise, and stocked and organized shelves and displays.
* Worked as a team member and provided assistance when needed.
* Comfortable working in fast-paced environment with diverse customers and staff members.
* Maintained a clean work environment.

Walmart | Department Store – Redoak, TX 08/2014 – 02/2015

**Customer Service Supervisor**

* Supervised employees, created schedules, and managed inventory levels.
* Stayed focused during busy times and delegated tasks to employees to keep business running smoothly.
* Assisted customers with any questions, concerns or complaints.
* Addressed issues in a professional manner.
* Built relationships and stayed attentive to employees by motivating them to succeed and improve.

Minyard Food Store | Grocery Store – Lancaster, TX 11/2012 – 08/2014

**Front End Coordinator / Customer Service**

* Established and maintained effective working relationships with employees.
* Executed company policies and procedures, and monitored inventory levels.
* Created and updated employee schedules.
* Processed transactions, collected payments, and operated cash register.