 **JENNIFER L. NELSON**

**469-245-5769** (Cell)

[**Nelson.JenniferL@yahoo.com**](mailto:Nelson.JenniferL@yahoo.com)

(Preferred Method of Contact)

**PROFESSIONAL EXPERIENCE**

**Texas Department of Agriculture**

**1/15/19 – PRESENT**

**Administrative Assistant, III**

Provide administrative support for the regional director, office administrator and inspectors in the N TX Regional Office. Record and process all monies received and forward paperwork to Austin. Respond to routine inquiries and complaints. Process and distribute incoming and outgoing mail. Make travel arrangements. Prepare purchase requisitions. Issue procurement numbers to regional staff. Reconcile monthly procurement card report. Open accounts and review records for license holders into BRIDGE database. Create and maintain databases. Perform data entry. Develop, coordinate and maintain record keeping systems for physical and electronic files. Enter complaints/requests for inspections in agency database. Verify data in Sharepoint. Maintain supplies and prepare annual inventory. Answer telephone. Track regional fleet. Provide customer service excellence to both internal and external customers.

**City of DeSoto, Texas**

**5/3/16 - PRESENT**

**Library Assistant**

**Computer Lab**

Paraprofessional support to professional staff with management of children, adult, youth, technical, and historical areas. Aid and information to patrons. Register new and update current patron information. Answer telephone and direct caller to appropriate personnel. Able to actively address difficult situations in a compassionate and friendly manner. Collect fines and fees. Research reference questions. Work reference desk. Maintain documents and reports. Order and maintain materials. Assist with programs and projects. Check-in, check-out, renew and shelve books and materials. Maintain records and databases. Prepare and present special programs. Process interlibrary loans. Instruct patrons in research methods. Create and distribute publicity, correspondence, and newsletters. Schedule and present workshops, programs and special meetings to civic groups, school users and other interested parties. Manage library processes and building by supervising staff. Update records of damaged materials and interlibrary materials. Update / Create user manuals. Maintain catalogs of collections, databases, and inventories. Effectively communicate, both verbally and in writing, with co-workers, public, and elected and appointed officials. Well versed in basic computer technology. Install hardware, software and peripherals. Help customers as they search a wide variety of websites. Perform minor maintenance on machines and equipment. Operate and use hardware and peripherals plus standard office software which includes databases and presentation programs, along with standard Microsoft products. Help with library's social media presence by posting news and stories about library on varied social media platforms. Assist with acquisition, inventory, conservation, and preservation of historical structures, and collections. Organize materials and exhibits. Conduct historical research including genealogical research. Compile historical documents which are donated or on loan i.e. family files, newsletters, photographs etc. Research grants opportunities and assists with fund raising activities. Assist patrons with use of Ancestry.com website. Knowledge of historical research and educational display design techniques. Able to acquire and classify antiques, documents and other historical items.

**Middlesex Medical Billing LLC**

**12/1/11 - PRESENT**

**Human Resources Manager**

**Assistant Manager of Benefits Administration**

**Central Business Office Medical Billing Manager**

Oversee daily business and medical billing operations. Purchasing. Inventory management. Project management. Responsible party A/R reports. Develop company policies. Oversee all aspects of human resources. Assist company owner with benefits administration management. New hire orientation / on-boarding. HIPAA Compliance Officer. Form I-9 verifications through E-Verify. Employee terminations / off-boarding. OSHA. Post job openings and update job descriptions. Compile reports regarding employment dates, salary change date and sick leave usage to complete annual reviews and incentive eligibility. Complete personnel change forms for updating personal information including address change, benefits and salary adjustments for employees, merit adjustments, sick leave incentives, new hires and terminations. Employee Training and Development. Keep labor law postings current / updated. Applicant tracking. Track EEOC data. Criminal history searches through DPS or other internet sites. Compile reports and lists of new and terminated employees for internal use and reporting statistics to the Department of Labor. Day to day paperwork in creating and maintaining Worker’s Compensation first report of injury and notifying Worker’s Compensation carrier. Make hiring, termination, and disciplinary recommendations. Prepare and process documentation for transfers and salary increases. Prepare forms and monitor situations requiring action under COBRA and Family Medical Leave. Wellness Coordinator. Design programs to fit employee needs. Insurance/Health Care laws. Federal and State Personnel Laws and Regulations. Train, orient, on-board, off-board, develop, and manage personnel.

**Service Corporation International**

**2/24/14 – 1/25/18**

**Receptionist**

**Switchboard Operator**

Customer service. Operated the switchboard and routed incoming calls to the proper individual.

Accepted payments from public. Provided administrative support to the Funeral Directors.

Assisted in finalizing details of arrangement requests/needs. Greeted and received client families and/or other persons entering the office for information and assistance. Performed variety of tasks during funerals / visitations to assist funeral directors and ensure that services run smoothly as planned. Set-up and assisted with viewings, funeral services, memorial services, coordinated pallbearers, arranged transport and parking. Assisted the Funeral Director in the movement of the casketed deceased and other related paraphernalia in and out of the visitation area, funeral home chapel, church. Performed cosmetic related services under the direction of a licensed Funeral Director. Maintained constant and continuous cleanliness and sanitary disinfection of equipment and instruments. Assisted passengers in / out of limousine / drove hearse, family limousine in funeral cortege.

**Collin County Medical Examiner**

**6/1/11 – 6/30/11**

**Office Clerk (Volunteer)**

Volunteer administrative assistant to the CCME Department Administrator and Chief and Deputy Chief Medical Examiner’s, death investigators and forensic / crime lab staff.

**Highland Campus Health Group / Vivature**

**7/12/10 – 12/31/10**

**Payment Posting Specialist**

**Human Resources Clerk**

Post, balance, daily, month-end close EFT’s, lockbox and paper EOB's. Process refunds. Responsible party A/R reports. Billing operations (Vendor account maintenance. Bank deposit preparation.) Conducted front office for Human Resources Department. New employee orientation. Maintained personnel and payroll files. Purchasing and inventory management

**3/3/08 to 7/12/10 (Medical Billing–Cash Posting Contractor/Consultant)**

**UTSW Medical Center - Sr Payment Application Specialist**

**CPR / Heart Place - Payment Poster**

**Concentra - Cash Posting Specialist**

**Pavilion Practice Mgmt. – Payment Poster**

**Dallas County**

**1/31/06 – 3/3/08**

**SWIFS, Crime Lab/DCME:**

**Accounts Payable**

**Accounts Receivable**

**Dallas County DA Juvenile Division:**

**Administrative Assistant**

**Dallas County DA Checks Division:**

**Public Administration Clerk**

**Cashier**

Oracle transactions. Delinquent account collection. Billing distribution. Document preparation.

Records maintenance. Vendors/contractor. Travel arrangements. Event and meeting schedules.

Public customer service. Accounts payable and accounts receivable. Front office activities: reception, telephone, customer service. Department / division new hire orientation. Maintained personnel files. Entered and updated HR computer files. Employee events. Assist and process county benefits; ensures benefit deductions are accurately entered into system; provide technical expertise to employees regarding county benefits; acts as liaison between employee and insurance companies; and organizes open enrollment meetings. Purchasing and inventory management.

**NE Tarrant Internal Medicine Associates**

**5/22/01-1/31/06**

**Medical Billing Specialist**

**Human Resources Clerk**

Posted / balanced commercial insurance EOB’s and patient payments with MYSIS. Followed-up with insurance companies regarding claim non-payment, underpayment and appeals. Assisted in Human Resources, Payroll, and Accounts Payable / Accounts Receivable.

**N TX Women's Healthcare**

**4/1/96 – 5/22/01**

**Medical Billing Specialist**

Retrieved charts for messages. Medical records requests. Posted / balanced commercial insurance EOB’s and patient payments with MYSIS. Assisted with daily / month-end close, credentialing and pre-certification.

**Med Trust Healthcare Services**

**5/1/91 – 4/1/96**

**Billing Specialist**

**Administrative Support**

Prepared correspondence. Front office operations, telephone calls, and handled general office issues and responsibilities. Project management. Sorted and distributed mail and month-end reports. Medical records requests. Insurance verification. Charge entry. Posted / balanced commercial insurance EOB’s and patient payments with MEDIC.

**First Gibraltar Bank**

**6/9/86 – 5/1/91**

**Administrative Assistant**

Processed requests for bank and legal documents. Liaison to records, corporate departments and branch sites. Posted journal entries and payroll information, opened new G/L accounts. Assisted in research. Arranged meetings, corporate catered events and made travel arrangements. Familiar with bankruptcy and legal terminology. General knowledge of banking products, policies, processes, systems and procedures.



**EDUCATION**

**Eastfield**

Mesquite, TX.

**8/27/18 - 10/18/18: Organizational Behavior**

**8/21/17 - 12/7/17: Human Resources Management**

**6/1/11 - 6/30/11: Grant Writing / Fundraising**

**Human Resource Certification Institute**

Alexandria, VA.

**7/1/09 - 7/29/09**

**Human Resource Procedures / Operations**

**Advanced Career Training**

Dallas, TX.

**3/1/88 - 3/25/88**

**Banking Operations / Bank Teller Training**

**New Family Life Christian School**

Mesquite, TX.

**6/8/86 - High School Diploma**

**Graduated with Honors / Valedictorian / Senior Class President**



**Certifications / Licenses / Computer Software Skills**

**Notary Public**

**12558168-1**

Issued: 2/13/06

Expired: 2/13/10

**Issued by: State of Texas**

**MS Office Suite; Outlook; Access; Kronos; HRIS; PeopleSoft; AS400; ADP; INCODE; Oracle; iCIMS; Workday; 10-key by touch; Type 20 – 60 wpm.**



**SPECIAL SKILLS**

**Human Resources:**

Knowledge of COBRA, ERISA, FMLA, ADA, HIPAA and IRS Code. Ensure Human Resource files and forms comply. Develop job descriptions. Training and Development. Coordinate employee events.

Complete Form I-9 verifications on all employees through E-Verify. Prepare updates to various HR reports on weekly/monthly/quarterly basis (employee terminations (off-boarding), Paid Time Off hours, OSHA). Prepare employee anniversary certificates monthly / various employee mail outs on an ongoing basis. Recruiting / Effective on-boarding practices. NeoGov Applicant Tracking System. Job Marketing. Federal, State and City Rules, Regulations, Guidelines, Policies and Procedures Related to Compensation, Classification and other Human Resources areas. Knowledge of and Aptitude to Use Applicant Tracking System. Customer Service and Public Relations Practices and Methods. Research, Analysis, Development, Implementation and Enforcement of Human Resource Functions, Practices and Procedures. Hardware and Software for Utilization of Human Resources Information Systems (HRIS) to Track and Implement Employee Payroll, Leave, Benefits, Training and Overtime. Skill in Effectively Giving Presentations in Front of Employee and Public Audiences.

**Benefits Administration:** Handle administrative requirements of employee benefit plan. Extensive communication and interaction with employees and insurance and retirement plan providers. My Benefit administration skills and expertise were acquired through on-the-job learning. Responsible for both compensation and benefits duties.

**Health Plans:** Help employees understand benefits. Deliver presentations during orientation sessions, explain to new workers what benefits are offered and when benefits become effective. Primary source of information for group health insurance plan open enrollment. Effective and reliable adviser on employee benefits. Possess up-to-date knowledge and have a clear understanding of health plan benefits and coverage, deductibles, employer contributions and employee premiums.

**Retirement Plans:** Handle employee questions about retirement plan offers. Well-versed in 401(k) plans, retirement savings vehicles and employee stock purchase plans. Render advice to employees who aren't familiar with savings programs. Advise employees on the savings plan most appropriate for their circumstances. Communicate with employees and payroll about contributions to savings plans. Handle inquiries about vesting and rollovers for employees who retire.

**FMLA Administration:** Manage the Family and Medical Leave Act (FMLA) paperwork and recordkeeping for employees. Correspond with physicians, maintain attendance records and confer with payroll processors throughout the FMLA absence. Coordinate return-to-work procedures.

**Costing:** Involved in cost and benefits costing processes for negotiating collective bargaining agreements. Produce scenarios for company negotiators to use during bargaining sessions.

**H/R Outsourcing:** Help decide which provider offers the best alternatives. Oversee quality of outsourced activities. Serve as a liaison between employees and insurance and retirement plan providers.

**Government**

Federal, State and City Rules, Regulations, Guidelines, Policies and Procedures Related to Operations and General Office Administration Practices. Assist Federal, State and City Government Officials and Department Heads. Customer Service Practices and Methods. Public Relations Practices and Methods. Federal, State and City Rules, Regulations, Guidelines, Policies and Procedures Related to Compensation, Classification and other Human Resources areas. NeoGov Applicant Tracking System.

**Library**

Keep up with the continuously changing technology used in libraries. Shelve items on top shelves (which can be up to 80" off ground). Lift / carry / push / pull up to 25 pounds on a regular basis and up to 50 pounds occasionally.

**Government / Public:** Provide research services. Provide access to information for government staff. Provide access to information for the general public.

**Corporate:** Assist Corporate staff. Save employees time. Aid in competitive intelligence work. Provide information services.

**Law:** Assist law students, attorneys, judges, law clerks, and other individuals conducting legal research. Make legal reference services available to the general public. Assist with locating reference materials.

**Medical:** Support the needs of physicians, health professionals, medical researchers, medical students, and patients. Assist active medical professionals, and researchers. Maintain medically related or themed works for the entertainment and leisure of patients. Provide information about new clinical trials and medical treatments and procedures, teach medical students how to locate medical information, or answer consumers' health questions.

**Museum:** Provide historical and educational information to the public. Maintain research materials for museum staff and professional researchers. Schedule appointments to allow special access. Provide access to public during open hours. Collaborate with the Institute of Museum of and Library Services and the Committee on Archives, Libraries and Museums to ensure proper function. A love and appreciation of the arts and an incredible curiosity about humanity and the objects left as our history.

**Theological, Church, Seminary, Synagogue:** Provide many different types of resources to assist in educating and promoting the study of theology and religion. Assist students, faculty, staff, and researchers using primary and secondary sources. Support theological and religious research. Maintain contemporary and historical collections to promote the understanding of religious communities.

**Death Care Services / County Government Medical Examiner’s Office**

Respect, honor and protect the dignity of the deceased. Possess a high level of compassion.

Of unquestionable integrity. Death certificates. Prayer cards. First call. Cremation permits. Funeral Home / Cemetery contracts. Assist in finalizing details of arrangement requests/needs.

Greet and receive client families and/or other persons entering the office for information and assistance. Perform variety of tasks during funerals / visitations to assist funeral directors and ensures that services run smoothly as planned. Set-up and assist with viewings, funeral services, memorial services, coordinate pallbearers, arrange transport and parking. Assist the Funeral Director in the movement of the casketed deceased and other related paraphernalia in and out of the visitation area, funeral home chapel, church. Perform cosmetic related services under the direction of a licensed Funeral Director. Maintain constant and continuous cleanliness and sanitary disinfection of equipment and instruments. Assists passengers in and out of limousine. Drive the hearse, family limousine in the funeral cortege and other funeral related activities. Responsible for responding to the place of death. Serve as a professional resource. Care for the deceased and transport them to a funeral home. Professional interaction with colleagues and grieving family members. Able to lift and pull safely. Record information accurately. Audio / Video Systems. Travel arrangements. HMIS / CarePoint / iCIMS / Workday. Service/work orders from client families (individual grave / marker maintenance). Interpret funeral home / cemetery guidelines / procedures / policies / practices. Deal with privileged information in a confidential manner. Fluent / professional business vocabulary.

**Medical Billing**

Medicare / Medicaid / Commercial Insurance. TX Worker’s Compensation. Medical Terminology / Electronic Medical Records (EMR). Credentialing / Compliance. HCFA 1500 / UB-94 / UB-04 / Clean Claim Process / Correct / Re-Bill Claims / EOB's / Carrier Issues. / Insurance Verification / Appeals / Denials / Authorizations / Pre-Certification. ICD-9 / ICD-10 / CPT Codes. NOT a Certified Biller. / NOT a Certified Coder.

