**Kiara A. Smith**

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**Experienced UNit Secretary**

Dynamic, customer focused unit secretary combining demonstrated expertise in general office duties. Proven track record of exceeding customer and staff expectations with a focus on customer service and support. High impact unit clerk that is responsible for unit clerk duties, and supporting staff in effective paper flow, recordkeeping systems and switchboard monitoring. Exceptional communicator with superior interpersonal skills. Demonstrated proficiency maintaining tasks relating to chart order, chart accuracy and current chart data.

***Areas of expertise include:***

Answer phones • Transfering Calls • Medical Supply Ordering • Charting • Hard Copy Filing • Timesheet Entry

Document Physician Orders • Invoice Entry • Updating Patient Information • Scheduling Appointments • Patient Adimission

Patient Discharge • Patient Advocate• Scanning • Faxing • Copying • Filing • Scheduling • Greeting Customers • Documentation

Dedicated Team Player • Meeting Support • Recording Minutes • Point of Contact • Sorting • Preparing Documents

Medical Terminology • Excellent in Crisis • Pain Management • Time Management • Organization • Attention to detail

Pre and Post-Operative Care • Record Vital Signs • Energetic Work Attitude • Conflit Resolution Expert • Critical Thinker

**KEY PROFESSIONAL ACHIEVEMENTS**

**Unit clerk**

Accomplished history of success collaborate with physicians, nurses, and other healthcare workers within a unit

* Welcomes and greeting visitors, in person or on the telephone; answering inquiries, giving directions
* Establishes patient record by preparing folder; assigning patient number; completing patient identification information
* Arranges discharges by notifying business office and patient transporter service.
* Maintains unit operations by following policies and procedures; reporting needed changes
* Contributes to team effort by accomplishing related results as needed.

**customer Skills**

Demonstrated expertise in customer service and implementing a wide range of customer service skills that have proven successful with multiple business segments.

* Answers incoming calls regarding billing issues, product problems, services questions and general client concerns
* Responsible for maintain a high level of professionalism with clients and working to establish a prositive rapport with caller
* Impact the company’s bottom line by problem solving and turning frustrated clients into repeat customers
* Update customer information in the customer service database during and after each call
* Work with the management team to stay updated on product knowledge and be informed of any changes in company policies

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**PROFESSIONAL WORK HISTORY**

**Dallas Nephrology Associates** • **August 2018 – March 2019**

**Medical Records Clerk—Dallas TX**

Responsible for accurately transcribing and organizing patients’ medical histories, sysmptoms and diagnoses, as well as categoriznging treatments and procedures for insurance billing. Delivering records to patients’ personal doctors while following HIPPA code. Maintain the data files that doctors and nurses need to preform their jobs effectively. (Contract job thru MSN)

**Methodist Family Clinic** • **July 2018 – August 2018**

**Receptionist—Dallas TX**

Greeting and scheduling patients and vistors, bookkeeping, calling patients to remind them of appointments, handling biling, answering and routing callsm making transactions, and keeping paperwork organized. Ability to communicate efficiently with front and back office staff. (Contract job thru MSN)

**Spectrum** • **April 2018 – August 2018**

**Customer Care Representative – Irving TX**

Handle customer service duties in call center environment. Helping customers with billing, service issue and schedueling appointments for technical assistance. Working with multiple lines and multiple screens and application to log calls in database. Excellent with descalating irate customers and working well under pressure

**Medical Center Hospital** • **Nov 2016 – March 2018**

**Unit Clerk – Odessa TX**

Providing exemplary front-line patient service and quality liaising with healthcare personnel. Strong crisis management skills and administrative talent capable of performing well under pressure. Proficient in medical terminology, nursing practices, medical transcription and anticipation of nursing staff needs.

**A’gaci** • **April 2016 – Nov. 2016**

**Fashion Consultant – Midland TX**

Greeting customer as they enter the store and assisting them with clothing and accessory purchases. Building rapport and getting a good understanding of the customers needs. Processing sales at the point of sales system with accuracy and timeliness.

**Workforce Soltuions** • **March 2015 – December 2015**

**Childcare Development Specialist Tech. – Odessa TX**

Working with children and parents and educators in assessing a childs development needs. Developing and implementing daily development plans for children. Highly skilling at communicating with children at varying levels of development

**Starbucks** • **Jan** **2014 – Aug 2014**

**Barista – Dallas TX**

Interacting, greating and service customers while also working the cash register. Maintining a customer focused attitude to help with positive customer experience. Maintaining a safe and clean work area while performing opening and closing store duties.

**EDUCATION**

**Pursuing BS Nursing**

*Prairie View A & M , Prairie View, Texas 2013- 2014  
Odessa Junior College, Odessa, Texas 2014 – 2017*