**KIERRA A WILLIAMS**

[**KierraE2007@gmail.com**](mailto:KierraE2007@gmail.com)

**214.347.6148**

**Objective**: Seeking to establish a responsibility in a challenging position as a phlebotomy technician. It is my goal to apply my vast knowledge and experience in a facility where growth and opportunities are available.

**Executive Summary:**

* Recent experience in data entry supporting data entry functions of Medicare enrollment for Willis Towers Watson with 3+ years overall data entry experience as a Data Entry Specialist/Scheduler at Charlton Methodist, scheduling appointments and coordinating physicians calendars, inputting patient demographics and prescription/refill information
* Able to type 45 WPM or 11,000 KSPH
* 5+ years’ overall experience in a healthcare setting
* Available to interview with 1-2 days’ notice and eager to start a new position 2 weeks from an offer

**EXPERIENCE**

**Alliance Walgreens Prime-- Specialist Patient Care**

**November 2018- Current – Frisco, TX**

Assists with patient inquiries and activities, such as follow-up calls, discharging patients from services, contact with patient providers, and overall patient communication chain Provides timely response to internal or external customer order inquiries by telephone and/or email in an in or outbound service center Prioritizes and resolves order issues including working with shipping vendors/third party logistics to track lost or undelivered shipments and merchandise returns May assist with auditing/reporting on Patient Care Coordinators including compiling AUX reporting and order audits Other responsibilities as judgment or necessity dictate.

**Chemma Home Health—Home Health**

**March 2017-February 2019 - Dallas TX**

Supported patients by providing housekeeping and laundry services

Shopping for food and other necessities Assisted patients by providing personal services, such as, bathing, dressing, and grooming Recorded patient information by making entries in the patient journal and notified supervisor of changing or unusual conditions Maintained a safe, secure, and healthy patient environment by following company standards and procedure.

**Willis Tower Watson-- Customer Service Rep**

**September 2018- December 2018 – Richardson, TX**

Process applications for eligible Medicare retirees nationwide and assist applicants with open enrollment process, Use a consultative approach to finalize the applicant’s application in a very structured process effectively and empathetically communicate over the phone, clearly articulate application verbiage to meet legal requirements around the application.

**CSL Plasma-- Phlebotomist/DST**

**December 2017- July 2018 – Dallas, TX**

Performed all aspects of the apheresis procedure and plasma collection, including donor set-up, donor monitoring and donor disconnect, Performed venipuncture on donors to begin apheresis process Evaluated vein performance of the donor to identify possible problems and made necessary corrections in order to expedite donation time and ensure product quality and donor safety Ensured donation process was efficient and made adjustments when necessary to make the process a positive experience for the donor

**Data Entry Specialist/Scheduler - Charlton Methodist Hospital**

**May 2012- January 2015 - Dallas TX**

Answered department telephone using effective and courteous communication with physicians, patients, and departments within the hospital Assisted key departments in solving problems related to services provided to patients by researching the problem and communicating the findings to the appropriate personnel, including additions or changes to the schedules as needed Reconciled schedule for the next day to assure all scheduled appointments had physician orders, appropriate pre-certification information, and that orders were written in the last 30 days Scheduled procedures at a service level that ensured patient and physician satisfaction

Followed physician orders Updated patient demographic information Coordinated flow of services to ensure multiple procedures and/or prep completely in the appropriate sequence.

**EDUCATION**

**American National Christian Academy- Arlington TX- 2007**

**High School Diploma**

**Everest College- Arlington Tx-2008**

**Pharmacy Technician**

**Dallas Career Institute- Dallas Tx-2017**

**Phlebotomy Technician**