Luisa Ayala

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**OBJECTIVE**

Enthusiastic, resourceful, and confident person with motivation to maintain customer satisfaction and contribute to company success.

**EXPERIENCE**

**Comfort Rehab Chiropractic, Cedar Hill , TX -**  *Practice Marketing Representative*

*JANUARY 2019- RESENT*

* Created strategies to promote business within our community.
* Used social media and other software to stay organized and advertise new offers.
* Consistently updated the practice calendar to provide accurate reports of new patients and established patients.
* Partnered with multiple corporations for health screenings within our local cities to provide spinal screenings.
* Scheduled appointment in each event and transactions.
* Assisted in verifying insurance for patients.

**Christian Center of Miracles, Dallas TX–** *Administrative Assistant/ Secretary Volunteer*

*JANUARY 2018- PRESENT*

* Accountable for obtaining/ updating 500 members’ data information.
* Record church events and every member that assists.
* Accountable for submitting the number of House of Peace reports weekly and monthly.
* Responsible for turning in lists for yearly retreats as well as payments.
* Schedule meetings and provide any updates on information.
* Assist in making letters for courts, insurance, immigration ect.

**Visiting Physicians Association, Irving, TX –***Scheduler/ Medical Assistant*

JULY 2018- JANUARY 2019

* Accountable for determining the areas physicians will visit patients.
* Coordinated with case managers the post discharge date after discharged from hospital, rehab or hospice.
* Accountable for scheduling new patients in weekly manner.

**Stericycle Solutions, N Richland Hills, TX** *- Senior Experience Patient Advocate*

JUNE 2016- JULY 2018

* Answer urgent and non-urgent phone calls using computer-telephony integration such as paging physicians for urgent requests like seizures, high glucose levels etc.
* Provide information, document interactions, and schedule appointments using predefined scripts and templates.
* Accountable for training new hires into our software systems and general protocols.
* Assisted in the Job Fairs by reviewing resume and listing them in order from most relevant to least qualified.
* Assisted in call backs and provided multiple referrals for the hiring process.
* Reviewed ,edited multiple resumes to help multiple team members with their application for another position within the company. Also practiced interviews.

**Pediatric Pulmonary and Sleep Specialist**, **Dallas, TX** *- Medical Assistant/ Synagis Specialist*

NOVEMBER 2015 - MARCH 2016

* Responsible for clinical duties such as vitals, spirometry and nebulizer treatments. Practiced administrative duties such as scheduling appointments, scanning files and refills.
* For the Synagis season, I was accountable for scheduling patients, calculating synagis dosage and assuring newborns had stable vitals before and after injections.
* Monitored patients rooms to ensure they were sanitized at all times.
* Assisted with arranging transportation for premature newborns from other medical facilities.

**Beltline Foot and Ankle Specialist, Dallas, TX** *- Medical Assistant Extern*

AUGUST 2015 - SEPTEMBER 2015

* Documented patient's vital signs and medical history.
* Assisted with front office duty such as reminding patients of their follow up appointments or surgeries, expedited the process with insurance by providing paperwork for medical transportation.

**Dallas County Human Services, Dallas, TX** *- Data Entry Specialist Temp*

MAY 2015 - JULY 2015

* Accountable of documenting all welfare assistance data into the system.
* Completed weekly reports and submitted monthly cost reports to the state.
* Verified the customer's mortgage payment with banks and provided the confirmation statements to the welfare department director weekly.

**MDX Customer Service, Farmer's Branch, TX –** *Customer Service Representative JANUARY, 2015- APRIL 2015*

* Assisted customers by taking tollway payments to reduce accounts.
* Assisted Florida NTTA customers that were in collections by providing payment options.

**Children's Beginning, Dallas, TX –** *After School Tutor/ Teacher*

*MARCH 2012- AUGUST 2014*

* Tutored children from ages 4-7 after school from 4pm-6pm and assisted with homework, projects and research papers for the first year.
* Accountable for greeting parents during drop off time and ensured each parent was signed in or had a visitor's badge.
* Liable for being present during speech/ physical therapy.
* Assisted the education director with a group of children with Autism during lunch time to ensure the safety of all children.
* I was appointed by education director to decorate the daycare for events such as; Día del Niño, Mother's/ Father's Day, ect.

**EDUCATION**

**The College of Healthcare Professionals - Dallas, TX***- Medical Assistant*

OCTOBER 2014 - NOVEMBER 2015

**The College of Healthcare Professionals – Dallas, TX –** *Health & Medical Administrative Services Associates Degree Program*

*JULY 7TH- PRESENT*