Porsha Allen

Lancaster

, TX

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Phall

2016

@iCloud.com

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**SUMMARY** To employ my knowledge and experience with the intention of securing a professional career with the opportunity for career advancement.

# SKILLS

* Ability to successfully complete work with little or no supervision
* Excellent problem-solving skills; ability to manage and resolve issues effectively and efficiently
* Ability to meet deadlines and consistently deliver solid results
* Strong organizational skills; attention to detail
* Effective interpersonal and leadership skills, with ability to create positive work environment
* Ability to type 40 to 45WPM
* Referral/Dr orders specialist
* CNA/CPR certification
* Ability to communicate effectively both orally and in writing
* Direct patient care
* Volunteers with community liaison for domestic violence.
* Insurance verification/Pre-authorization
* ICD 10 Codes Knowledge
* Knowledge of computers to operate effectively with Outlook, PowerPoint, Word and Excel

**EXPERIENCE**

**Humana -Mail order Pharmacy-Seasonal- Irving, Tx**

**11/2018 to 03/2019**

-The Inbound Contacts Representative 1 addresses customer needs. Records details of inquiries, comments or complaints, transactions or interactions and acts in accordance to it. Escalates unresolved and pending customer grievances.

# Texas Health Resources Patient Care Technician (Med Surg) (Trauma)- Dallas, TX 11/2016 to 07/2018 Patient navigation For THPG Clinic

* Answered questions and directed patients to correct locations.
* Kept all areas stocked and neat.
* Followed health system guidelines at all time to ensure accurate care.
* Adhered to HIPPA requirements and maintained all confidentiality.
* Cleaned and prepared patient rooms.
* Performed various administrative duties including data entry and document preparation.
* Efficiently transported specimens to different facilities and labs.
* Assisted care team leaders in completing various care tasks.
* Took vitals and documented in computer system.
* Floated between hospital departments to provide needed support
* Referral management-The Field Patient Navigator (FPN) is responsible for receiving and processing referral orders from THPG primary care providers (PCP) and assisting patients with “navigating” through the Texas Health Resources healthcare system.

# Solis Mammography Patient Navigator Addison, TX 05/2015 to 10/2016

- Call center environment, inbound and outbound calling Scheduling Pt's for yearly Screenings mammograms, Bone Density, promoting healthier



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lives by detecting early causes of breast cancer Verifying ins/Dr orders and release of information.

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| --- | --- | --- | --- | --- |
| **Windsor Garden** | **Certified Nursing Assistant Lancaster, TX** | | | |
| **07/2014 to 05/2016** | - CNA-certified nursing assistant- helping patients by supporting personal hygiene and daily living needs; providing comfort, transportation, and vital | | | |
| sign monitoring. |  |  |  |
| **Education** | **New Beginners Preparatory Academy-2009**   * High School Diploma   **C.E GLOBAL Health Network -2014**   * CPR/AED-CNA Certification   **Bryant& Stratton College Online-2019**   * Medical Billing Coding -In Progress |  |  | **Dallas, TX** |
|  |  |  |  |  |

