LaKesha Williams

6307 Rock Canyon Trail Dallas, TXZ 75232

(214)757-9722 lakesha.williams76@yahoo.com

**PROFESSIONAL SUMMARY**

Experienced and organized Patient Registrar with 5+ years of administrative experience. Skilled in streamlining patient flow through accurate recordkeeping and clear communication skills. Proficient in using Office and Excel for patient information management and scheduling. Efficient Medical Assistant skilled in tackling administrative and patient-oriented tasks in a fast-paced medical office who adapts easily to changing environments and demands.

**SKILLS**

|  |  |
| --- | --- |
| * Extremely organized * Data analysis * Team leadership * Strong verbal communication * Interpersonal and written communication * Materials preparation | * Data entry * Document scanning * Data management * Clerical support * Self-motivated * Team liaison * Code validation skills |

**WORK HISTORY**

**CLERK II** | 08/2007 to 05/2015

**Department of Family and Protective Services**

**1050 N. Westmoreland Dr. Dallas, TX**

**214-331-8600**

* Verified data integrity and accuracy.
* Analyzed departmental documents for appropriate distribution and filing.
* Copied, logged and scanned supporting documentation.
* Supported Chief Operating Officer with daily operational functions.
* Entered details such as payments, account information and call logs into the computer system.
* Responsible for creative design for prominent Unit projects for family rehabilitation.
* Assisted various business groups with document organization and dissemination during acquisitions.
* Obtained documents, clearances, certificates and approvals from local, state and federal agencies.
* Responded to customer requests via telephone and email.
* Produced ad hoc reports and documents for senior team members.
* Worked directly with Unit Supervisor, clients, and caseworkers to achieve successful results for family stability.
* Performed initial client assessment and analysis to begin research process.

**Administrative Assistant**

**Goodwill Industries 2/01/2007-08/12/2007**

**4005 Campus Dr. Fort Worth TX**

**817-332-7866 X2097**

Same job duties as above from Temp to Permanent

**Assistant Manager**

**McDonalds 07/01/2004- 01/07/2007**

**310 W. Kiest Blvd. Dallas TX 75224**

**214-331-6090**

* Help manager plan for each shift
* Create employee work shifts
* Manage overall store performance
* Employee performance
* Coordinate team meetings
* Train new employees
* Store safety, security as well as food safety

**Inbound Customer Service**

**Silverleaf Resort Inc. 10/01/2002 – 2/01/2004**

**Mockingbird Frwy Dallas TX**

**847-519-7525**

* Take incoming calls from potential clients
* Set up appointments to visit resorts
* Set up timed meeting for client to become a potential owner in resort property
* Give clients directions.
* Cancel appointments and reschedule for another time and date

**Outbound Customer Service Representative**

**Dial America 10/01/1999 – 8/01/2002**

**W. Wilshire Blvd**

**405-842-1833**

* Make calls to customers offering subscriptions to Magazines, Newspaper or whatever contract we had at the time

**Customer Service Representative**

**Signature Group 11/02/1998 – 8/1/1999**

**W. Loop 12 Dallas TX**

* Take incoming calls from customers for Mervyn’s California store
* Offer customers a higher credit limit on their store cards
* Call customers for payments on store card
* Called customers to offer them a lower APR on store cards
* Helped customers with any issues that they had with purchasing items or any fraudulent charges that may have occurred

**EDUCATION**

**Langston University - Langston, OK | Bachelor of Science**

Healthcare Administration, 2018

* Elected to Class President for Healthcare Administration Association Organization in 2016-2018.
* Received $1500 Tom Joyner Scholarship Spring 2017
* Professional development completed in Healthcare Delivery System.
* Dean's List Fall 2016
* Dean's List Spring 2017
* Dean's List Fall 2017
* Coursework in Organization and Administration, Healthcare Administration and Finance and Public Health Administration

**CERTIFICATIONS**

American Health Care Academy

Certificate in Health Care Provider CPR Certificate Number AB995480-HCP

BSL/CPR (Adult/Child/Infant) Certification Number AB995480-BLS

Basic First Aid Course Certification Number AB995480-FA

Blood Borne Pathogens Certification Number AB995489-BBP