

# Joliza Mateo

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## Objective

Dynamic and effective professional using communication skills and attention to detail to creatively problem solve:  
Seeking new ways to grow and be challenged, using both formal and informal development.

### **Memorial Sloan Kettering- Office Coordinator**

**January 2020 to Current**

- Build strong customer service skills and multi-tasking abilities to support the practice clinically and administratively.
- Manage multiple attendings calendars, organizing travel arrangements, coordinate meetings, process reimbursements.
- Update and maintain the electronic medical records in CIS (EMR), coordinate with clinical staff, and submit information to payers for pre-certification approvals.
- Ensure patients are assisted in a timely and courteous manner by functioning as the primary person responsible for triaging calls to the clinical team.

### **RCM Technologies-Office Coordinator at Memorial Sloan Kettering**

**April 2019 to January 2020**

- Managing multiple attendings calendars, organizing travel arrangements, coordinating meetings, processing reimbursements.
- Updated and maintain the electronic medical records in CIS (EMR), coordinate with clinical staff, and submit information to payers for pre-certification approvals.
- Ensured patients are assisted in a timely and courteous manner by functioning as the primary contact for the practice where you are responsible for scheduling patients' tests, appointments, and procedures.
- Build strong customer service skills and multi-tasking abilities to support the practice clinically and the administrative role.

### **Ainsworth Institute of Pain Management- Surgical Coordinator**

**May 2018 to March 2019**

- Worked with patient's insurance companies to obtain necessary documents and authorizations for payments for surgical procedures.
- Ascertain that all pre-surgical forms and medical clearance documents are present, complete and accurate.
- Worked collaboratively with facilities and other practices to coordinate surgeries and medical trials for all patients
- Drafted meetings agendas supplied advance materials and executed follow-up for meetings and team conferences.
- Provided and maintain credentials for practitioners to pertinent hospitals and surgical facilities to ensure active privileges.
- Maintained medical and pharmaceutical inventory; responsible for orders of all ensuing supplies within budget constraints.
- Provided efficient and compassionate patient prep prior to all procedures, ensuring to answer questions or address concerns before such, and maintaining contact thereafter, arranging for any additional post-op follow-ups.

**MEMORIAL SLOAN KETTERING- Animal Care Technician****May 2015 to May 2018**

- Maintained the habitats and care for the welfare of laboratory research animals
- Provided direct care to animals and perform duties including receiving new animals, cleaning, changing cages and providing food and water.
- Kept meticulous daily records for each animal holding room.
- Maintained a safe and clean environment for both animals and personnel for each animal holding or procedure room.
- Oversaw special projects to enhance effectiveness of research teams and facility managers.

**PROHEALTHCARE ASSOCIATES- Office Lead/Surgical Coordinator****May 2014 to May 2015**

- Pre-certified all major surgical, diagnostic and in-office procedures in accordance with insurance policies.
- Drafted meetings agendas supplied advance materials and executed follow-up for meetings and team conferences.
- Oversaw and led office staff which included; two front desk receptionists and a medical technician, in the performance of all administrative and clinical duties.
- Managed four physicians' surgical calendars as well as personal and day-to-day patient calendars.
- Prepared and assisted in office surgical procedures.
- Prepared patients for surgery with all pre- and post-operative documentation.

**Medical Office Assistant****May 2012 to May 2015**

- Coordinated all appropriate tests, procedures, visits, treatments and consultations as ordered by physicians.
- Received and screened a high volume of internal and external communications including phone calls, email and mail.
- Updated patient accounts and information daily.
- Coordinated admission processes and prepared medical records and agreement packets.
- Assisted in preparation, processing and maintenance of departmental records and reports.
- Maintained inventory of office equipment and supplies- purchased as necessary and managed budget.

**Education****PACE University- Bachelor of Arts: Journalism****August 2007 to May 2011****GPA 3.1****Skills**

- Bilingual in English and Spanish, Proficient in MS Word, Excel and PowerPoint, Exceptional attention to detail, Excellent verbal and written communication skills, Familiar with OSHA and HIPAA regulations. Proficient in EMR service Amazing Charts, Care Cloud and Dr. Chrono.