

KAYLEY BANNISTER

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SKILLS

- Microsoft Office
- Accurate Data Entry and Documentation
- Outstanding Customer Service
- Creative Problem-Solving
- Team Player
- Google Suite
- QuickBooks
- Highly Organized and Detail-Oriented
- Excellent Verbal and Written Communication
- Time Management

EXPERIENCE

Clinician Support Specialist

February 2021 – Present

O'Grady Peyton International

- Builds and maintains a positive working relationship with clinicians on assignment to ensure successful completion of contract hours
- Educates clinicians on time-keeping processes specific to their assignment and ensures timely completion / submission of timecards to the time processing department
- Provides social support such as assisting with banking, school enrollment, childcare, spousal employment, and finding healthcare providers
- Implements a retention strategy to ensure the clinician feels recognized for their unique contribution to exceptional patient care
- Partners with client facilities to create and maintain a retention strategy that benefits the clinician and the facility
- Monitors clinician's hours worked on a weekly basis to determine if they are on track with their employment agreements
- Identifies risk nurses (Low, Medium, or High) on weekly meetings with the President, Clinical Director, and Operations Director and proactively addresses issues to prevent escalations

Administrative Assistant

April 2020 – February 2021

Stop N Stor Storage

- Functioned as liaison between management and various departments to facilitate smooth daily company operations duties
- Organized and maintained files and databases in a concise and confidential matter
- Maintained and ordered office supplies for multiple locations
- Input bills and invoices in QuickBooks
- Created memorized transactions for A/R in QuickBooks
- Generated PivotTables and reports in Excel for company executives & management
- Created and maintained Excel spreadsheet records for revenue, expenses, & payroll
- Organized and assisted with Operational and Marketing contracts as needed
- Self-starter that created and maintained master forms designed to enhance efficient office operations by applying knowledge of software applications

Ocean Export Documentation Specialist

September 2013 – May 2019

Page International, Inc.

- Complied with INCOTerms, U.S. and global trade regulations, and Harmonized Tariff Classifications
- Accurately created, prepared, and distributed documents while adhering to strict deadlines
- Invoiced for ocean freight, freight forwarding services, and country-specific documentation
- Ensured all customers' concerns were investigated and resolved
- Provided professional correspondence to customers and team members
- Exercised a high level of attention to detect discrepancies on bills of lading and letter of credit documents
- Sent shipping instructions to ocean carriers using EDI networks

EDUCATION

Full-Stack Web Development Certification

Graduated November 2019

Georgia Institute of Technology

Bachelor of Business Administration, Information Systems

Graduated May 2013

Georgia Southern University

- Minor: Management