**Karina Drummond**

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# Objective

# To obtain a position with a company that will allow me to enhance my skills set, help people to the best of my ability, and bring more success to the company.

# Education

## Full-Stack Coding Bootcamp | University of Central Florida

* Anticipated graduation: December 2022

## Master of Arts in Educational Leadership | University of Central Florida

* Graduated August 2022

## Bachelor of Science in Psychology | University of Central Florida

* Graduated May 2020

## Associate of Science in Massage Therapy | Keiser University

* Graduated May 2011

**Skills**

* Detailed data entry
* Typing ability of 60+ WPM
* Proficient with Microsoft Office
* Fluent in English and Spanish
* Exceptional organizational and interpersonal skills
* Excellent customer service and administrative skills

**Experience**

**Collections Representative | Synchrony Financial**

Altamonte Springs, FL | February 2018 – November 2018

* Contacted customers in delinquency
* Assisted in bringing accounts current
* Daily outreach of 250-350 customers
* Detailed notes for all outcomes

**Provider Outreach Logistics Coordinator | Centauri Health Solutions**

Winter Park, FL | May 2017 – February 2018

* Contacted doctor’s offices to request medical records for chart review
* Daily outreach of 80-100 offices
* Detailed notes for every call

**Massage Therapist & Receptionist | Lotus Acupuncture & Wellness**

Winter Park, FL | February 2016 – May 2017

* Organized and filed client information and documents
* Collected insurance co-payments
* Scheduled appointments
* Responded to calls and emails
* Provided massage therapy to clients

**Massage Therapist & Chiropractic Assistant | Florida Injury**

Orlando, FL | December 2014 – November 2016

* Provided massage therapy and neuromuscular therapy
* Handled patient information and patients accordingly