

## EDUCATION

**University of Mary Hardin-Baylor, McLane School of Business**

**Graduated 2015**

Bachelors of Business Administration with concentration in Computer Information Systems

**Cumulative GPA:** 3.0134

**Loyalty Award:** Recognized for Outstanding Commitment and Leadership in the classroom and Campus Activities

## SKILLS

### Communication

- Able to read, write and verbally communicate at an intermediate/advance level in the Spanish Language
- Confident, articulate, and professional speaking abilities

### Software

- Microsoft Visio (*Data Flow Diagrams, Entity Relationship Models*), Microsoft Access (*Relational Databases, Experience in SQL Statements*) Visual Basic (*Basic Knowledge in C++ Programming Languages*) SAP (*Basic Experience with SAP software*) ABAP (*Basic Experience in coding with ABAP language*)

## WORK EXPERIENCE

### Logix Diagnostics Laboratories

**2017-Present**

#### Account Service Coordinator

- Manage employee schedules by creating itineraries for employees by identifying daily client requests and displaying efficient time management skills to ensure all appointments are met within the given restraints
- Builds trusted client partnerships by communicating issues with patient requisitions, providing training aids for our clients and ensuring complete comprehension of our system and requirements
- Identify and communicate technical issues with off shore developers to ensure results are accurate and the system is readily available for our clients
- Ensure clients are aware of any database updates by communicating new procedures and protocols through the message board
- Track trends based on weekly volumes by maintaining and updating specific test types received daily.
- Conduct analytical research to measure if the company's bottom line is met by identifying the validity of the patient's benefits
- Presents research findings directly to Billing/Operations manager to ensure processes for inactive patients are properly identified to ensure future revenues are received
- Ensure clients are receiving an adequate amount of medical supplies based on the volumes received and keeping record of inventory supplies to prevent an insufficient stock based off the need of our clients
- Assists sales Representatives and account executives in closing sales and assuring new clients comprehend the use specific medical tools and navigation through our system

#### Problem/Resolution Lab Assistant

- Analyze patient requisitions to ensure accuracy and minimize client/technician errors.
- Prepare and maintain accurate laboratory records and accurately labeling testing samples to minimize errors during the testing process.
- Navigates multiple insurance portals to distinguish between insurances to ensure effective billing operations.
- Adapt to the fast-changing environment of the medical industry to ensure that all processes remain efficient and effective.
- Ensuring patient information is accurately entered in our database to reduce navigational errors for clients.

### Servpro of Sugarland

**2016-2017**

#### Project Manager/Crew lead

- Estimated and managed disaster restoration projects for residential and commercial clients by assessing damages caused by natural and accidental causes
- Efficiently and carefully inspect properties and properly communicated with the customer the procedures to ensure that the process would be completed to their satisfaction
- Handled multiple projects at any given time and readily on call for unexpected disasters 24 hours a day
- Manage all aspects of work required while on the job site to include; technicians, laborers, equipment placement, demo, drying logs, photos, notes and sketches
- Update company databases with project data and information
- Act as liaison between customers and insurance carriers to ensure payments for services are properly understood
- Perform on-call rotation, requiring evening and weekend work
- Provide compassion and understanding to customers to help aide them through difficult situations
- Interface with office support staff throughout the life of projects until completion and assist in maintaining quality control standards
- Perform basic truck, equipment, and building maintenance

## HONORS

### All American

- Recognized as an outstanding player across the nation in Division III NCAA basketball for my performance and leadership on the court.

### University Ambassador

- Elected by the University's faculty and staff members to represent the president's office as a school leader by volunteering our time to provide assistance for many major campus events.