

Amanda Changa

Lake Worth, FL 33462
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Professional Summary

Experienced Credentialing Specialist adept at conducting audits of clients files and primary source verifications. Excellent relationship-building, problem-solving and communication skills.

Skills

HIPAA Compliance	Credentialing Oversight
Provider Enrollment	Document Review
Data Management	Database Maintenance
Employee Onboarding	Microsoft Office
Documentation and Record keeping	Salesforce CRM Expertise

Work History

- 2022-2024 **Credentialing Specialist - *American Traveler Staffing Professionals - Boca Raton, FL***
- Collaborated with over 100 healthcare providers to gather necessary information for accurate credentialing decisions.
 - Managed multiple priorities effectively, resulting in the on-time completion of credentialing tasks for numerous providers simultaneously.
 - Conducted audits of provider files, ensuring all necessary documents were up-to-date and compliant with regulatory requirements.
 - Demonstrated excellent problem-solving skills when confronted with complex issues or discrepancies during the credentialing process.
 - Provided exceptional customer service to both internal and external stakeholders, addressing inquiries promptly and professionally.
- 2021-2022 **Legal Assistant - *Minerley Fein P.A. - Boca Raton, FL***
- Facilitated timely resolution of legal and administrative matters for 4 attorneys and 2 paralegals.
 - Drafted accurate and persuasive legal correspondence, contributing to successful negotiations and settlements.
 - Improved communication between attorneys and clients by scheduling meetings, court appearances, providing status updates, and relaying critical information promptly.
 - Conducted comprehensive legal research using various resources such as online databases, law libraries, or government agencies to draft and prepare legal documents.
 - Performed notary public duties.

- 2018-2020 **Account Manager - Helbing Law Group - Boca Raton, FL**
- Managed over 100 portfolio accounts, ensuring timely communication, support and guidance.
 - Successfully resolved escalated issues, preventing potential loss of valuable clients while maintaining positive relationships with all parties involved.
 - Onboarded and negotiated contract terms with new clients, gathered financial information and necessary documentation to finalize favorable agreements for both parties.
 - Kept detailed records of daily activities and communication through online customer database.
- 2017-2018 **Waitress - Outback Steakhouse Restaurant - Lake Worth, FL**
- Exhibited strong multitasking abilities, balancing over 5 tables simultaneously and orders while delivering prompt service.
 - Demonstrated adaptability by quickly learning new menu items and incorporating them into knowledgeable recommendations for guests.
 - Handled high-pressure situations with composure, maintaining excellent service standards even during busy shifts.
 - Maintained clean and welcoming dining environment, ensuring a positive guest experience.
 - Used cash registers and credit card machines to cash out customers.
- 2017 **Forensic Photographer Intern - Miami-Dade Medical Examiners - Miami, FL**
- Assisted senior photographers in accurate representation of evidence with meticulous attention to detail during photography sessions in the morgue and at crime scenes.
 - Preserved chain-of-custody integrity by following proper protocols when collecting, storing, transmitting, or presenting photographic evidence at all times.
 - Captured high-quality digital photographs using techniques for various lighting conditions and evidence types while properly handling procedures for biohazardous environments.
 - Trained and assisted with morgue technician duties.
- 2014-2016 **Hostess/ Waitress - Alabama Joe's Restaurant - Boynton Beach, FL**
- Demonstrated strong multitasking skills, balancing over 5 tables and orders, answering phone calls, greeting guests, and updating reservation logs simultaneously.
 - Took reservations and to-go orders by phone, answered customer questions about hours, seating, and menu information.
 - Worked with front of house staff to maintain a clean and organized dining area and adjusted guest seating to accommodate groups with special requests.
 - Used cash registers and credit card machines to cash out customers.
- 2012-2014 **Hostess - Applebee's Restaurant - Boynton Beach, FL**
- Greeted customers warmly upon arrival and provided friendly and warm presence throughout dining experience.
 - Answered customer questions about hours, seating, and menu information.
 - Supported servers, food runners, and bussers with keeping dining area ready for every guest.
 - Resolved guest and employee complaints to maintain complete customer satisfaction and workforce effectiveness.

Education

- 2017 **Bachelor of Arts: Biomedical And Forensic Photography**
Barry University - Miami Shores, FL
- 3.6 GPA
 - Awarded Student-Athlete
- 2013 **High School Diploma: Visual Arts Academy Program**
Santaluces Community High School - Lantana, FL
- Extracurricular Activities: Varsity Volleyball

Professional Affiliations

Notary Public, State of Florida, 03/2021
