

## BIOLOGICAL SCIENTIST III

### Professional Summary

Experienced individual with over 5+ years of in depth experience in the healthcare industry. Excellent reputation for resolving problems and improving customer satisfaction. Organized and dependable candidate successful at managing multiple priorities at once with a positive attitude and most importantly willingness to learn new abilities to meet team goals.

### Skills

- Environmental assessment
- Team building
- Training and Development
- Data Entry
- MS Office
- Teamwork and Collaboration
- Typing 56 Wpm
- Planning and Coordination
- Documentation and control
- Excellent multi-tasking ability
- Organizational skills
- Staff Management
- Project Management
- Clear oral/written communication

### Work History

Biological Scientist III University Of Florida - Gainesville , FL 08/2020 - 01/2022

Performs investigation of cases of reportable illnesses and outbreaks, collects and evaluates data, and provides direct client and community education based on data analysis and disease intervention strategies support:

- Performs investigations of outbreaks of reportable diseases. Also performs investigations of outbreaks of non-reportable diseases of public health significance. Provides recommendations and implements outbreak control measures as appropriate.
- Contacts physician offices, laboratories, hospitals and clients for information to complete epidemiology report. Managed over 50 calls to clients, patients, doctor's offices, and labs per day.
- Provides disease information to client and community and educates clients on necessary preventive and control measures. Elicits contacts (contact tracing) appropriate for testing and/or immunization and provides education.
- Set up procedures provided by health department regarding confidentiality and data security for handling of sensitive client information and protected health information.
- Conducts surveillance for disease trends for reporting to state health office or internal research projects.

Medical Office Administrative Assistant Shangri-La - Albany , OR 08/2019 - 07/2020

Perform secretarial duties using specific knowledge of medical terminology and hospital, clinic, or laboratory procedures. Duties included:

- Greeting and welcoming patients while working in fast paced environment.
- Scheduled patient >30 appointments over the phone and in person and also placed reminder calls to deliver exceptional customer experience
- Documented patient medical information, case histories and insurance details to facilitate smooth appointments and payment processing.
- Verifying Insurance eligibility by checking patient's active coverage with insurance company and verifying authenticity of his or her claims.
- Patient Referral Management by sending/receiving, monitoring, directing and controlling patient referrals. Referral management centers may send or receive referrals to specialty care or receive referrals from primary care.
- Billing patients by calculating and collecting payments for medical procedures and services. Also collecting patient data, developing payment plans, and preparing invoices.
- Maintained patient files and statistics, responds to requests for medical records, and performs clerical duties.
- Kept organized documentation of prescription refill information for office of 6 specialists and physicians

Office Manager Upgrade Inc. - San Francisco , CA 08/2016 - 05/2019

Responsibilities include duties like greeting visitors, managing office supplies, overseeing other staff, owning budgets, and supporting staff with administrative tasks such as:

- Maintains office staff by recruiting, selecting, orienting, and training employees. Coached new hires on company processes while managing employees to achieve maximum production.
- Established workflow processes, monitored daily productivity and implemented modifications to improve overall performance of personnel.
- Managed daily cash budgets, scheduled meetings, employee and event itineraries and accounts to improve productivity initiatives.
- Managed and organized daily inventory of products
- Initiated timely project management within budget constraints for multi-faceted problems concerning executive leaders.
- Utilized client and staff feedback to maintain customer partnerships and increase revenue.

### Education

Master of Science : Health Service Administration Florida International University - City , State 08/2021

Bachelor of Science : Interdisciplinary Studies Florida International University - City , State 04/2019

Bachelor of Science : Pre-Medicine Barry University - City , State

Did not complete degree, but obtain a knowlegde in medicine, medical terminology and health processes.

High School Diploma Somerset Academy Charter High School - City , State 06/2014  
Certifications

- CPR The American Red Cross, March 2020
- FEMA Certification, August 2020
- Community Emergency Response Team (CERT) Basic, August 2020
- OSHA Certification, August 2020

Languages

- English
- Spanish
- Igbo
- Yoruba