

Priscilla Vega

Administration Assistant

Indio, CA

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(630)689-4882

Authorized to work in the US for any employer

Work Experience

Administration Assistant

HGA - Milwaukee, WI

October 2016 to August 2018

- Maintains daily communication with team leaders to determine assignments, priorities, and seeks clarification as necessary.
- Partners with and provides direct support to the Healthcare Practice Group leader. calendar management, correspondence, staffing, department meetings, annual staff reviews.
- Prepares correspondence, agendas, meeting minutes, maintain logs and databases.
- Assists with budgets and expense tracking; prepares and processes expense reports.
- Schedules meetings, conference calls and appointments.
- Clerical duties such as phone coverage and screening, preparing outgoing correspondence and maintaining calendars and filing systems.
- Works closely with department leader to stay informed of multiple deadlines where additional help may be needed. Understands the importance of team-playing and offers services to assist others when needed.
- Assists new hires to the Practice Group/department so that they become familiar with administrative procedures, standards and guidelines. Willingly advises them of other resources within firm and may facilitate introductions when appropriate.
- Maintains ongoing communication with peers and works to maintain quality standards within departments through identification of problem processes, potential changes in work processes, participation in department meetings.
- Recognizes the importance of confidentiality when working with a variety of documents and conducts self in a professional manner.

Customer Service Receptionist

RadNet - Palm Desert, CA

March 2015 to October 2016

- Responsible for answering incoming phone calls promptly and courteously.
- Sorts and distributes incoming mail and faxes in an accurate and timely manner.
- Takes and delivers messages or transfers calls to voice mail when appropriate personnel are unavailable.
- Responsible for greeting guest, managing log book, and alerting responsible manager of their attendance.
- Plan and schedule appointments and events

- Guide patients through this sometimes difficult process by kindly talking them through the steps and answering their questions and concerns.
 - Perform patient registration and insurance verification, and collect co-pays.
 - Coordinate with office staff for timely care of patients.
 - Cross-train and help as needed in other departments.
 - Participate in various projects and/or meetings, and complete other tasks as assigned by management.
 - Answers general questions about the community and provides callers with address, directions, and other information and refers other specific questions to appropriate staff.
 - Welcomes on-site visitors, determines nature of business, and announces visitors to appropriate personnel.
 - Maintains patient accounts by obtaining, recording, and updating personal and financial information.
 - Protects patients' rights by maintaining confidentiality of personal and financial information.
- Maintains operations by following policies and procedures; reporting needed changes.

Front Desk Sales

Massage Envy - Palm Desert, CA

February 2013 to October 2016

- Help clients understand the benefits of regular massage, skin care and stretch.
- Establish relationships with members and guests to grow and retain a client base.
- Connect clients with retail products that improve, enhance, and extend the positive impact of the services they receive.
- Providing outstanding customer service by greeting clients upon arrival.
- Scheduling services, answering phone calls, addressing questions and concerns.
- Protecting client confidentiality, and maintaining a safe and therapeutic environment for everyone in our location.
- Promoting the value of total body care by educating clients on new and expanded services, selling the Massage Envy Wellness Program.
- Booking clients for future services, and encouraging home-care retail purchases based on service provider recommendations.
- Responsible for completing payment, exchanges, returns, and other transactions with clients.
- Maintain store standards of cleanliness and organization in the cashier zone as well as assist in back of the store.
- Participate in inventory control and loss prevention programs to reduce shortage.
- Responsible for helping the store to achieve sales objectives by using effective Guest Service techniques.
- Responsible for maintaining the appearance of the sales floor and replenishing stock.
- Responsible for accuracy of cash drawer funds, paperwork and closing procedures.

Education

Horizon Independent Studies School - Los Angeles, CA

August 2013 to June 2017

Skills

EXCELLENT COMMUNICATION SKILLS, WRITTEN AND VERBAL, EXCEL, MICROSOFT OFFICE

Additional Information

Administrative support professional experienced working in fast-paced environments demanding strong organizational, technical, and interpersonal skills. Highly trustworthy, ethical, and discreet; committed to superior customer service. Confident and poised in interactions with individuals at all levels. Detail-oriented and resourceful in completing projects; able to multi-task effectively. Capabilities include:

- Customer Service & Relations • Accounts Payable/Receivable • Telephone Reception
- Word Processing & Typing • Filing & Data Archiving • General Accounting
- Computer Operations • Office Equipment Operation • Problem Solving

SKILLS

- Able to understand detailed instructions and work from procedures
- Strong attention to detail
- Customer orientation and ability to adapt/respond to different types of characters
- Able to coordinate work within a team environment under limited supervision
- Great interpersonal skills
- Excellent communication skills both written and verbal
- Ability to multi-task, prioritize, and manage time effectively and highly organiz
- Knowledge and experience with Microsoft Office, with a focus on Excel