

# GISELA CARDENAS

9626 Arlisson Dr. Sacramento Ca 95827 | 916-236-8868 | chelamv3@yahoo.com

Administrative support and customer service professional offering office management skills.

## General Office Services

- Typing: 50 WPM
- Data Entry/10-key
- Transcription
- Mail and document handling
- Filing and records management
- Ordering and maintaining supplies
- Meeting Support
- Document preparation and review
- Statistical and other record keeping
- Composition of correspondence
- Bilingual in Spanish & English
- Digital Archiving
- Business writing
- Office organization

## Business Software

Microsoft Windows | MS Word | MS Excel | MS Powerpoint | Adobe Photoshop

12.16.2015  
11.10.2016

### Access Premier/Access Dental

Sacramento, CA

## Continuing Care Representative

- Schedule appointments for over eleven Acess Dental offices over California and Utah. In essence, Continuing Care is responsible for outreaching to government-funded patients assigned to The Dental Centers to ensure to communicate the importance of their continuing care and benefits utilization
- In addition, schedule appointments for medical and private pay patients.
- Achieve maximum successful patient visits by effectively working out various recall and roster reports to educate and assist our valued patients in maintaining their oral health
- Provide bilingual/English/Spanish services
- Verified insurance eligibility
- Proficient using Denticon scheduling software to perform duties

2013  
2015

### The Niles Family

Tracy, CA

## Caregiver

- Escort client to appointments: doctor, physical therapy, hair salon, religious services, etc.
- Run small errands: pick up prescriptions, go to the bank, etc.
- Organize mail and maintain a schedule/calendar
- Help with walking and light exercise
- In addition to laundry, provide light ironing

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2011  
2013

## The Rojas Family Caregiver

Sacramento, CA

- Complete errands on customer's behalf: make bill payments, grocery and clothes shopping
- Accompanied client to doctor's checkup and provided medical information on her behalf
- Sole person responsible of distributing medication to client as prescribed from the doctor
- Client entrusted her caregiver the responsibility that her last will and testimony be followed through
- Performed insulin injections, wheelchair transfer to bed, hoist lift and wound care
- Provided hospice care

2011  
2006

## Edfund Administrative Assistance / Customer Service

Sacramento, CA

- Handled escalated, challenging and complex customer issues that required a broad base of knowledge of financial aid laws and regulations
- Provided troubleshooting, research and recommendations as necessary to resolve problem and improve processes
- Responded to various levels of correspondence received from borrowers, schools, employers and lenders (via phone and in writing)
- Reviewed borrower applications/forms for accuracy, completeness and regulatory compliance
- Maintained system documentation of correspondence (i.e., logs transaction activities)
- Maintained unit filing system and prepares documents for imaging
- Updated borrower status and demographic information in FAPS
- Completed various loan administration transactions and process forms (i.e., employer garnishment acknowledge form, application forms)
- Met established production standards in the assigned unit
- Determined transaction type and approval status of completed paperwork and documentation
- Followed established procedures and student loan guidelines

1999  
1997

## Western Dental Bilingual Office Assistant

Sacramento, CA

- Greet patients
- Answer calls, and make outbound reminder calls
- Maintained filing system to ensure accuracy
- Intake of copays and performed daily money deposits
- Set treatment plans for patients
- Verify Insurance coverage
- Perform data entry, copier and fax machine functions
- Maintain the appearance of the office
- Excelled in customer service