**Katerina S. Kostovski**

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**Summary of Qualifications**

* Reputation for providing excellent and high quality customer service; ability to build rapport with diverse populations
* Excellent verbal, interpersonal and written communication skills
* Effective working independently and as a collaborative team member
* Adept organizational and multi-tasking skills; able to handle multiple priorities and deadlines
* Hard worker, quick learner, and highly motivated to assume increasing responsibility
* Two years of experience working within a healthcare facility
* Proficient in Microsoft Word and Excel, Powerpoint

**Education**

High School Diploma | Sandra Day O’Connor – Phoenix, AZ | May 2012

Associates of Arts | Mesa Community College – Mesa, AZ | Expected Graduation May 2019

* Completed Coursework in Medical Terminology

**Work Experience**

Registration/Admitting Representative | Emergency Room, Honor Health – Scottsdale, AZ | February 2016 - October 2018

* Admits patients to the hospital using Epic Connect technology; accurately registers and prioritizes patients within a high volume environment
* Answers phone calls while completing various tasks to respond to patient inquires, questions, or concerns
* Verifies insurance eligibility and benefits for all checked in patients
* Responsible to adhering to all third party payer requirements including: Medicare, Blue Cross Blue Shield, United Health Care, and other commercial insurances
* Uses Microsoft Excel to find insurance authorizations requirements and for scheduling purposes
* Requests and accepts payments handling with credit cards, checks, and cash for account balances due at time of visit or upon discharge
* Collaborates with multi-disciplinary health care team to facilitate and insure customer service and patient satisfaction

Baker/Trainer | Phoenix Public Market and Café – Phoenix, AZ | February 2015 – February 2016

* Remained extremely detail oriented and organized within a fast paced environment.
* Inspected the quality of the ingredients, measured and mixed ingredients into dough according to recipe
* Worked according to tight production schedule, set quotas for how many baked goods need to be produced each day
* Practiced hygiene and safety standards in the kitchen that align with OSHA and health department standards
* Provided quality customer service by baking goods based on the requests and needs of customers within a timely manner

Paraprofessional | Solon Robinson Elementary School-Crown Point, IN | August 2013 – August 2014

* Worked with students individually or in small groups, under the supervision of the licensed teacher
* Contributed to input in selecting activities appropriate to the abilities, needs and interests of the students
* Assisted the teacher in complying with Individualized Education Program (I.E.P.) requirements and objectives
* Managed discipline problems in accordance with administrative regulations, school board policies, and legal requirements
* Supervised students outside of the classroom and provided administrative support for teaching
* Worked one on one with students with disabilities and proctored tests for groups of students
* Created lesson plans specifically for one on one teaching format

Barista/Certified Trainer| Paradise Bakery and Café -Phoenix, AZ | November 2009-August 2011

* + Promote teamwork and quality service through daily communication and coordination with other departments
  + Knowledge and practice of hygiene and safety standards in the kitchen that align with OSHA and health department standards
  + Open and closing cleaning/preparation duties in a restaurant
  + Trained employees to prepare specialized coffee drinks and food items according to the company recipes/standards as well as cashier duties
  + Accepted different forms of payment handling cash, credit/debit card, checks
  + Daily problem solving ensuring each customer is satisfied, leaving with a good impression of the company

**Leadership & Volunteer Experience**

Activities Volunteer | Caring Angels – Wittman, AZ | August 2009-May 2012

* Prepared baked goods with and for residents at the carehome
* Engaged in social gatherings and activities such as board games and card games
* Assisted residents to the restroom and with eating

Intern | Childhelp USA – Scottsdale, AZ | February 2013 – April 2013

* Data entry for a new program in development to be nationally recognized and implied
* Responsible for taking photographs at events Childhelp USA hosted
* Responsible for being present and engaging with guests at events the Childhelp USA hosted

Volunteer | Salvation Army – Phoenix, AZ | January 2013- May 2013

* Responsible for engaging with residents to enhance connection and promote social health
* Worked with classmates to organize a series of events to promote physical health (dancing, connecting through nature)

**Skills Developed**

* Developing and monitoring of food and labor budgets for the department
* Leading pastry team in times of need, producing quality goods in a fast paced and high-volume production environment, Contributing to more efficient processes in a kitchen with recipe development
* Written and verbal communication skills, accuracy and attention to detail,
* Use of Epic Connect software used to register patients
* Organizational, efficiency and multitasking skills with the ability to work independently
* Demonstrates the ability to maintain a calm, efficient and professional demeanor always, especially during stressful, emotional and chaotic situations

**Awards/Recognition**

* Student of the month each year K-12, Honor’s program in Maricopa Community College District
* Employee of the Month at Paradise Bakery and Café and Phoenix Public Market and Café
* Exceeded deposit goals at Honor Health in the first six months of working in the Registration department, maintaining monetary collections at HonorHealth at a consistent pace

**Computer Skills**

* Intermediate level of expertise in Microsoft Excel, Proficient use in Microsoft Word and PowerPoint
* Proficient use of various software/programs at Honor Health and Mesa Community College including: Epic Connect, Canvas, and Blackboard

**Personal Interests**

* Cycling, Cooking, Writing, Gardening, Photography

**Languages**

* English
* Macedonian