

# SALI ZHANG

## CONTACT

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## EDUCATION

**Bachelor of Business**  
York University  
September 2016 - 2021

## SKILLS

- Proficient in conversational Cantonese and Mandarin
- Experienced in customer service
- Microsoft Office (Excel, PowerPoint, Word, SQL)
- Efficient with scheduling systems and Point of Sale Systems
- Knowledge in Kroll Dispensary
- Excellent communication and organizational skills

## REFERENCES

Available upon request.

## EMPLOYMENT HISTORY

### Central Medical Pharmacy

Chronic Migraine Program Coordinator  
*September 2021 - Present*

- Acting liaison between chronic migraine, TMJ, and cervical dystonia patients and physicians, assisting patients with determination of insurance coverage for Botox
- Verify that prescriptions are valid with necessary information to process claim, complete authorization forms to maximize drug approval success and prevent treatment delays, and input details on Microsoft SQL
- Input Botox orders in Excel spreadsheet for distribution to medical clinics, with correct physician requests, account numbers, and vials
- Contact insurance companies for status updates, resolve issues that could be preventing approval, and write appeal letter in event of coverage denials

### Administrative Assistant

*August 2021 - September 2021*

- Confirmed processed Botox prescriptions, ensuring that pharmacy receipts matched physician prescriptions
- Organized and filed chronic migraine and hyperhidrosis special authorization forms and scripts
- Directed incoming patient and physician calls to assigned program coordinator
- Mailed pharmacy receipts with associated letters to patients, and scanned processed prescriptions to Kroll Dispensary database

### JOEY Yorkdale

Senior Guest Service Representative  
*October 2019 - August 2021*

- Oversaw high volume restaurant traffic and phone calls while implementing proper practice of COVID-19 protocols
- Directed routine roles to fellow Guest Service Representatives for smooth service operation, and trained new Guest Service Representatives daily responsibilities
- Managed waitlist with accurate wait times affirming a positive guest dining experience
- Mediated guest conflicts and resolutions, and redirected issues accordingly to management team

### Vanity Nail & Beauty Bar

Senior Receptionist  
*September 2018 - August 2021*

- Optimized staff schedules and ensured accurate booking of services with staff based on client notes and service history
- Managed staff workflow and assigned clients to staff based on turn system and client assessment for proper service booking
- Performed clerical duties and marketed loyalty program to boost customer relations and issued loyalty based rewards
- Train new receptionists of daily tasks and skills of each technician