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| 6532 N. Brix Avenue  Fresno, CA. 93722 | 559-304-5716 Cell  quijanofamily@sbcglobal.net |

Alice G. Quijano (AQ)

10 plus years of strong experience in Office Management, Financial (A/P, A/R, Budget), HR Generalist & Client/Member service in several markets to include: Corporate, Non-Profit Organizations, Health Insurance/Private & Medicare-Medicaid. Solid Customer Service skills needed to ensure member satisfaction & retention. Positive leadership using effective team building skills & training aligned with Personnel Success & Company Values. Ability to communicate effectively with others within and outside of the organization. Possess sound judgement with the initiative to improve on my own capabilities.

**Core Competencies**

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| * Office Management/Administration | * Strong Budget Management/Bookkeeping |
| * Effective & Objective Problem-Solving Skills | * Mediation/Strong Research Skills |
| * Organized with Effective Time Management | * Invoice Processing & Billing |
| * Internal & External Collaboration Skills * Strong Customer Service Skills | * Payroll/Accounts Receivable * Advocate |

**PROFESSIONAL EXPERIENCE**

**Contract Analyst/Accounting- Vibra Healthcare – Fresno, CA**

April 2018 – February 2020

* Successfully analyzed various daily reports to ensure receivables are accurate, netted correctly & Insurance contacts are adhered to.
* Coordinated resolution of any errors to daily financial reports process, i.e. payor log balancing report to insurance patient accounts are correct, reviewed insurance payments for accuracy & work with appeals.
* Served as a liaison between the various hospital/rehab facilities, Medicare, Insurance companies as well as all outside constituents needed to resolve any issues with patient accounts/appeals.
* Strong customer service & computer work with multiple programs within the organization and outside needed to perform daily objectives.

**Office Manager/Bookkeeper – Leisure Care/Fairwinds Woodward Park Community -Fresno, CA.**

December 2009 – June 2017

* Established corporate confidence by successfully organized the financial department of a large retirement property; Lead to the administrative personnel/Human Resources’ as it relates to hiring, training scheduling, explanation of benefits.
* Established cost effective measures needed to insure measurable profitability. Retained accurate general ledgers by preparing monthly financial statements for corporate management and ultimately property ownership.
* Created and implemented a new billing structure allowing for long-term care insurance payments in a private pay set-up; as a result, occupancy increased by 40%.
* Prepared and processed all financial reports for corporate accounting; Assist in preparation and continued monitoring of the community operating budget for 8 departments. Strong budget forecasting and month end accounting and auditing.
* Processed payroll or 250 employees and submitted all paperwork for new hires to our corporate office.
* Respected relations with insurance companies, vendors, residents within the community and other team members.

**Accounting Manager/Non-Profit, Deaf & Hard of Hearing Center, Fresno, CA. 93711**

October 2006 – December 2010(Continued working Grant submissions with CPA during job transition)

* Managed all financial areas within a community- based organization with 60 employees located in four different offices while utilizing a changing yearly budget for Personnel and Operating expenses. Acting Director in the absence of current Director.
* Accurately monitored all agency funding needed to insure proper usage of all funds. Successfully prepared budgets for all agency grant submissions needed for expansion based on the needs of the agency and community.
* Supervised and directed Bookkeeping staff. Direct responsibilities in all financial reporting, payroll, human resources, accounts payable, vendor relations, accounts receivable, fixed assets and general ledger.
* Prepared cash flow projections and monitored all revenues and expenses.
* Created all monthly financial statements for the agency and the Board of Directors Prepared cash

**Producer Consultant/Member Services – Aetna Healthcare – Fresno, CA.**

January 1998 – October 2006

* Established and contributed to the success of a new program created to better service the needs of our client/member community and other constituents. Due to the success of this service, other companies in the industry are now marketing this service using our program as a model to increase sales and service.
* Act as a single point of contact in researching all service issues and concerns, to include account billing and operation service issues, escalated claim issues, quality of care and explanation of benefits to our member’s.
* Reviewed and tracked all issues for problem trending and root cause analysis using a specialized database.
* Mentored, trained and served as a focal point of contact for our receivable department when assistance was needed in auditing difficult accounts.
* Identified and escalated quality of care issues while adhering to company policies and procedures

**EDUCATION**

Western Governors University, Utah – Business Administration/Health Science (continuing education)

**TECHNICAL SKILLS**

MS Office, Excel, Quickbooks, Kronos, MRI, AAS, 10 key by touch