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| Shaylee Ray | | |
| **801-388-5018** | | **813 W Valley View Way, Lehi, UT ❖ shayraylee@gmail.com** |
| **Objectives**  I am an energetic, positive, motivated, hard working and independent individual who is looking to find an entry level position that would utilize my people skills and creativity while I am going to school to further my career. I am reliable, prompt, trustworthy, and meticulous with my responsibilities and yet unafraid to take the initiative when needed. I learn quickly and adapt to new environments easily. | | | |
| **experience**  Admin & Insurance Specialist | Thanksgiving Point Dental March 2019 – December 2019   * Admin & Insurance Specialist duties include:   + Collecting accurate data from insurance companies.   + Entering and updating insurance information into Dentrix.   + Giving accurate quotes and pricing to patients.   + Collecting data and creating lists for company meetings.   + Working with assistants and doctors to take care of patient needs.   + Following up with doctors and patients in a timely manner.   + Working with multiple programs for daily responsibilities.   + Working with managers to ensure that appropriate data is entered.   Administrative Assistant | HavenLight February 2018 – December 2018   * Administrative Assistant duties include:   + Created purchase orders, invoices and sales orders in Quick books.   + Assisted in contacting and creating emails for potential employees.   + Followed through on all orders making sure everyone received quality customer service.   + Communicated with vendors and customers through email and phone calls.   + Made sure all orders are entered in a timely manner.   + Experience working in Asana and Google to stay organized with my tasks.   + Organized and scheduled appointments for clients and meetings.   + Running presentations for art gallery meetings.   + Assisted in preparing scheduled reports.   + Created processes in Google Docs and Excel.   + Booked travel arrangements.   + Assisted and managed our galleries with any concerns they had.   + Assisted in preparing for artist shows.   + Worked in square to manage gallery transactions.   + Order office supplies and search for new deals and suppliers.   + Handling and organizing artist meet and greets.   Administrative Assistant | Utah Valley Physical Therapy May 2016 - January 2018   * Administrative Assistant duties include:   + Checking patients in efficiently and timely.   + Keeping the schedule full by calling pre-op patients and the call-back list.   + Responsible for discharging patient charts.   + Assigning front office duties to my coworkers.   + Talking to patients on and off the phone.   + Receiving patient payments and balancing ledgers.   + Mailing out patient records and billing statements.   + Helping when needed to take patients back during busy hours.   + Receiving and shipping back and knee brace orders.   + Managing prescription orders for back and knee braces.   Receptionist/Patient Services | Ogden Clinic Women’s CenterNovember 2014 - April 2016   * Receptionist duties include:   + Check in patients and enter their contact and insurance information into the computer system.   + Ensure all paperwork is properly filled out by patients and given to the patient’s nurse.   + Solely responsible for collecting patient payments and copays, sending payments to the billing department for proper and timely invoicing and reconciling patient payments.   + Correct billing errors and return them to the billing department to be reprocessed.   + Complete all patient reminder calls for the day.   + Make certain all faxes are sent and filed away correctly.   + Cheerfully communicate with drug reps and patients. * Patient Services duties include:   + Maintain receptionist workload while also promptly and discreetly (in compliance with HIPPA laws) attending to any needs or problems of patients who were in the waiting area or who called in via phone.   + Schedule patient appointments and enter into computer system according to each doctor’s preferences. * Rotating duties included:   + Promptly return patient calls and inquiries.   + Get patient’s height and weight and enter into patient’s chart and then room the patient.   + Stock examination rooms with necessary supplies, change the table and clean room.   Customer Service Manager **|** Our World BoutiqueOctober 2013 - November 2014   * Customer Service Manger duties include:   + Make sure all orders have been shipped.   + Handle all customer cancellations, refunds, returns and exchanges.   + Ship replacements for damaged or broken products.   + Maintained customer retention through promotional offers, customer coupons and gift coupons.   + Handled inventory using Channel Advisor.   + Experience with Zendesk and Shopify.   + Proficient in Microsoft Office and both PC and Mac operating systems.   **Education**  Utah Valley University 2016 - Present  Completed two semesters  **Referrals**  Pat Steele 801-766-5300  Holli Cloward 801-687-6434  Alicia Hermosillo 801-224-7667 | |
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