

Stanley Asamoah

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Professional Summary:

Detail-oriented administrative professional with over **3 years of experience** in healthcare and public service settings. Proven expertise in **patient intake coordination**, medical record management, and office administration, with a strong understanding of **HIPAA regulations** and electronic health record (EHR) systems. Adept at supporting cross-functional teams and improving operational workflows to enhance patient and staff experiences. Technology-savvy and able to adapt quickly to new healthcare software and protocols, bringing a blend of customer service and technical skills to streamline operations.

Key Skills:

- **Healthcare Administration:** Patient Admissions & Scheduling; Medical Records Management; Insurance Verification & Pre-Authorization; HIPAA Compliance; Customer Service
- **Office & Project Management:** Calendar Management; Document Filing & Organization; Supply Inventory Management; Report Writing; Staff Onboarding
- **Technical Proficiencies:** MS Office 365 (Word, Excel, PowerPoint); Electronic Health Record (EHR) Systems; MS Active Directory; SQL (database queries); WordPress & Basic HTML/CSS; Python (basic scripting); Google Analytics; Canva; Hubspot CRM

Professional Experience:

Start Treatment & Recovery Center, New York, NY

Administrative Assistant (Healthcare Clinic) (Jan 2024 – Present)

- **Coordinated patient intake and insurance processes**, verifying insurance information and obtaining pre-authorizations while collecting medical histories and updating electronic health records. Ensured 100% accuracy in documentation for all new admissions, facilitating timely treatment.
- **Managed front desk operations**, including scheduling appointments, handling a high-volume multi-line phone system, and greeting 50+ patients daily. Maintained a welcoming and efficient reception area that improved patient satisfaction.
- **Processed confidential patient data** in compliance with HIPAA, maintaining strict data accuracy and privacy standards. Regularly audited records for errors, resulting in zero privacy incidents.
- **Utilized EMR/EHR systems (incl. state registry)** to enter and retrieve patient information

and streamline administrative tasks. Efficiently navigated New York State OASAS and other databases to track patient admissions and program eligibility.

- **Communicated with healthcare providers, insurance companies, and patients** to resolve billing issues, clarify documentation requirements, and adjust schedules.

Proactively followed up to ensure inquiries were answered and issues resolved in a timely manner.

- **Maintained organized filing systems** (both electronic and paper), enabling clinical staff to access records quickly and reliably. Implemented a new digital filing protocol that reduced document retrieval time by ~20%.

- **Facilitated insurance claims and authorizations** to minimize denials and delays.

Worked closely with insurance representatives to clarify coverage details, contributing to a smoother billing process.

- **Provided exceptional customer service** in a fast-paced medical office – frequently praised by patients and supervisors for professionalism, empathy, and attention to detail. Helped improve patient check-in feedback scores through friendly, efficient service.

- **Managed office supplies and inventory**, ensuring the clinic is well-stocked. Streamlined the supply ordering system, preventing stockouts of critical office and medical supplies.

Adult Protective Services (NYC Human Resources Administration), New York, NY

Administrative Analyst (Jan 2022 – Jan 2024)

- **Provided IT and administrative support** to a 25-person staff, including onboarding new employees by setting up user accounts, configuring workstations, and granting access to essential software. Ensured new hires were productive from day one and resolved ongoing user access issues promptly.

- **Supported daily office operations** by maintaining digital records and internal databases, organizing documentation, and managing office supply inventories. Improved record retrieval and reduced paperwork redundancy by introducing a shared electronic filing system.

- **Collaborated with IT teams** to troubleshoot technical issues and enforce cybersecurity policies. Acted as the point-of-contact between the admin office and IT department, helping to resolve computer and network problems quickly and with minimal downtime.

- **Maintained accurate employee and client data** in internal case management systems, ensuring data integrity, confidentiality, and compliance with agency standards. Regularly audited data entries which improved accuracy of reports by eliminating inconsistencies.

- **Prepared reports, presentations, and official correspondence** to support both administrative and HR initiatives. Leveraged Microsoft Office tools to create clear, well-organized documents and slide decks for senior management, earning commendation for attention to detail and clarity.

- **Facilitated internal communication and training:** Assisted in creating user guides and brief training sessions for staff on new software tools and updated procedures, improving overall team proficiency with technology.

Gym Talk, Inc., Albany, NY

Social Media Intern (Feb 2020 – May 2022)

- **Developed and implemented social media strategies** to enhance brand presence and drive engagement. Increased the company's Instagram and Twitter followers by approximately 30% over one year by executing targeted content campaigns.

- **Created and curated engaging content** (posts, graphics, and blogs) aligned with the brand's identity that resonated with the target audience. Monitored audience comments and messages daily, responding promptly to foster community interaction and positive brand sentiment.

- **Analyzed social media performance data** to identify trends and opportunities for improvement. Produced monthly analytics reports and recommended adjustments to content timing and themes, contributing to a steady growth in web traffic from social channels. Also assisted in maintaining the company's WordPress website, updating blog articles and ensuring an optimal user experience.

Nordstrom, New York, NY

Sales Associate (Jun 2020 – Nov 2021)

- **Handled point-of-sale transactions and returns** accurately while providing friendly customer service. Resolved customer issues efficiently (in-person and via phone), resulting in high customer satisfaction and repeat business.

- **Managed inventory and merchandising**, fulfilling online orders, restocking products, and organizing displays. Ensured inventory accuracy and an appealing sales floor, which helped the store consistently meet or exceed monthly sales targets.

Hunts Point Alliance for Children, Bronx, NY

Administrative Intern (May 2021 – Aug 2021)

- **Performed general administrative tasks** including handling correspondence, scheduling meetings, and organizing company documents. Supported daily office functions to ensure smooth operations in a nonprofit environment.

- **Served as a point of contact** for staff and clients, providing information and resolving inquiries professionally. Assisted executives and team members by preparing reports, drafting communications, and coordinating events, which enhanced internal coordination and stakeholder satisfaction.

Fornino, New York, NY

Server (May 2016 – Jun 2018)

- **Delivered high-quality customer service** in a busy restaurant, taking food and drink orders using a POS system and ensuring orders were accurate and delivered promptly. Handled all payments and transactions reliably, with zero cash discrepancies.
- **Communicated effectively with patrons**, offering menu recommendations and answering questions to create a positive dining experience. Worked efficiently in a team of servers and kitchen staff, contributing to a 15% increase in positive customer feedback during tenure.

Education:

Bachelor of Science in Informatics, University at Albany – SUNY, Albany, NY (Graduated May 2023)

Relevant coursework: Database Management, Information Technology in Healthcare, Data Analytics, Web Development (Bachelor's degree program focused on the intersection of IT and business processes, providing foundational knowledge in systems analysis, data management, and technical support.)