

Suzann Kowalski

Office Manager

Organized - Office Champion- Heart of an Artist
Seeking to help grow a small business to success through rewarding career

Personal Info

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WWW
<https://suzannaudra.github.io/ProfessionalPortfolio/>


LinkedIn
www.linkedin.com/in/suzann-kowalski


GitHub
<https://github.com/suzannaudra>


Skills

Problem Solving 
Successfully guide a medical practice through daily operations, sometimes under emergency situations.

Logistics 
Managed warehouse shipping and inventory, production line, importing and exporting documents for large wholesale company.

Customer Service 
Customer Service

Computer Skills 
Microsoft Office, Quickbooks, Audio/Video Editing with CoolEdit Pro, GarageBand, Avid, Javascript, HTML, CSS, JQuery, React.js,

Communication 
Effectively and honestly communicate with patients, team members, co-workers, superiors, and customers with a positive attitude even in difficult circumstances.

Experience

Aug 2012 - present
Office Manager and Billing Specialist
Frank H. Lucido, M.D. - Family Practice
-Responsible for overseeing daily office operations

- Monthly mailing to patients
- Supervise and train medical assistant and front office staff
- Manage social media/ produced, recorded and edited podcast with the Doctor
- Package specimens to send to laboratory for analysis
- Respond to office inquires phone and email/ Schedule appointments/interviews
- Process subpoena requests
- Assist doctor and nurse practitioner as requested daily with patients, prioritizing, and office organization
- Develop new patient information handout distributed by doctor to every patient
- Organize patient charts, send referrals to doctors and hospitals
- Maintain and update website, reviewing blog posts and suggest new content
- Organize and coordinate small promotional events held at the office
- Manage and record all patient finances and bank deposits, collect payments

Jan 2017 - Mar 2019
Intake Coordinator
THC Staffing Group

- Review and analyze new resumes
- Correspond with potential candidates for job positions
- Categorize and "tag" resumes based on skill sets

Nov 2010 - Aug 2012
Warehouse Supervisor, Shipping Logistics Manager
Aroma Home

- Manage everyday production for warehouse team
- Use Quickbooks to prepare Commercial Invoices and detailed packing lists for international shipments
- Liaise between warehouse and office to coordinate orders to be processed to coordinate specific shipping specifications are met per each customer's guidelines
- Quote and arrange large shipments and pick ups
- Order and replenish work supplies for warehouse daily usage
- Update Stock for Company website as well as other retail websites selling the company's products
- Inventory Coordinator for all trade shows
- Coordinate international shipping documents with customs brokers and vendors

Feb 2010 - Dec 2010
Sales Account Manager
Aroma Home

- Traveled to trade shows in GA, NY worked booths to take wholesale orders from retail stores
- Call and email accounts to replenish stock
- Work with manufacturing to produce custom orders
- Assisted Sales Director

Education

Jan 2020 - Jul 2020
University of California Berkeley Extension Program, Full-Stack Development
Computer Science course covering:

- Algorithms (Searches, Sorts) , HTML/CSS, JavaScript/jQuery, Responsive Design, Bootstrap, Handlebars, Local Storage, Session Storage, IndexedDB, React.js, Server Side Development, MERN Stack (MongoDB, Express.js, React.js, Node.js), MySQL, MongoDB, API, JSON, AJAX

Sep 2004 - May 2008
Franklin Pierce University
B.A., Mass Communications Concentrations: Journalism and Media Studies
Certificate in Global Citizenship, Studied International Business and Culture in Vienna, Austria Spring 2006

Honors: *magna cum laude*; Dean's List, Spring 2007, 2005, Fall 2006