

Suzann Kowalski

Office Manager

Organized - Proven Logistics Guru - Heart of an Artist
Seeking to help grow a small business to success through rewarding career

Personal Info


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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 

Computer Skills 
Microsoft Office, Quickbooks, Audio/Video Editing with CoolEdit Pro, GarageBand, Avid

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 podcast
- 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 suggesting new content
- Organize and coordinate small promotional events held at the office
- Manage and record all patient finances and bank deposits, collect payments
- Recorded and Edited Podcast Interview with the doctor

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
- Highlight exceptional candidates

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
- Gathering credit references and credit history for customers applying for payment terms

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

Sep 2004 - May 2008

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

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