

# 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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Oakland ,CA

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**LinkedIn**

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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