Suzann Kowalski

Office Manager

Personal Info

Address

Oakland, CA

Phone

4015248793

E-mail

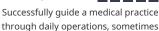
suzannaudra@gmail.com

LinkedIn

www.linkedin.com/in/suzann-kowalski

Skills

Problem Solving



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

Office Manager and Billing Specialist Aug 2012 present

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

Organized - Proven Logistics Guru - Heart of an Artist

Seeking to help grow a small business to success through rewarding career

- · 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

Intake Coordinator Ian 2017 -

Mar 2019

• 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 -**Warehouse Supervisor, Shipping Logistics Manager** Aug 2012

THC Staffing Group

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 -Sales Account Manager

Dec 2010

- · Traveled to trade shows in GA, NY worked booths to take wholesale orders from retail
- · 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