



Tiffany Feliciano

As a dedicated and results-oriented medical administrative professional, I bring over a decade of hands-on experience in direct patient care and adept office procedures. I have honed my skills in problem-solving, multi-tasking, and efficient process management, all crucial in the fast-paced medical environment. Now, I am eager to channel my administrative skills into a challenging project management role where my ability to coordinate, plan, and execute projects can drive the success of a dynamic team.

Contact

Phone

779-208-5647

Email

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Skills

- Coordination & Scheduling
- Project Management
- Interpersonal Communication
- Problem Solving
- Cross Team Collaboration
- Process Flows

Tech Skills

- Basic HTML5
- Basic CSS

Education

2023

Project Management

Google Career Certification

2022

Medical Billing & Coding

Rock Valley College

Experience

2022-2023

East Bank Center | Loves Park, Illinois

Office Manager

As office manager, I successfully oversaw admissions and discharges while managing various office projects in a dynamic environment. With an eye for detail, I conducted team stand-up meetings, ensuring effective communication and coordination among office administration, providers and other staff members. Additionally, I managed and tracked the patient census, optimizing resource allocation and maintaining accurate records. By utilizing project management methodology, I streamlined operations for admissions and discharge processes, improved workflow efficiency, and upheld organizational standards.

2020-2021

PCG Consulting | Remote

Quality Analyst & Contact Tracer

As a Quality Analyst, I conducted thorough investigations to identify and document confirmed and suspected coronavirus cases and their contacts. By providing comprehensive education and informational resources on isolation policies and quarantine measures, I played a key role in promoting public health and safety. Utilizing advanced contact-tracing software, I efficiently maintained accurate client records and facilitated effective communication. With a keen eye for detail, I analyzed health screening and daily symptom data, supporting timely decision-making and contributing to the successful management of the pandemic.

2019-2021

Ciox Health | Remote

Medical Records Specialist

In my role as a Medical Records Specialist, I executed the release of medical information, ensuring adherence to state and facility policies. With a focus on precision and confidentiality, I implemented rigorous quality checks, resulting in increased release accuracy and proper invoicing. Demonstrating a comprehensive understanding of state laws, HIPAA regulations, and facility protocols pertaining to information release, I consistently upheld compliance standards. Leveraging my proficient knowledge of records management software, I optimized efficiency and maintained compliance with regulatory requirements.