**LaToyia Joyner**

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**OBJECTIVE**

To obtain a position in a professional environment where I can utilize my past experience providing office support and handling confidential data, combine with my excellent organization skills while learning new skills.

**EDUCATION**

2011 Camden County College Cherry hill, NJ

Certification Degrees: Medical Office Administration, Billing and Coding Specialist, Medisoft, IDX systems

2007 Camden County College Blackwood, NJ

Associates Degree: Business Administration

2004 Eastern Regional High School Voorhees, NJ

Diploma: College Prep

**SUMMARY OF QUALIFICATIONS**

* Proficient in Medical terminology
* Comprehensive knowledge of Current Procedural Terminology (CPT), International Classification of Diseases Clinical Modification (ICD-9-CM), (ICD-10), Healthcare Common Procedure Coding System (HCPCS), certified in BLS, CPR, IDX experience
* Extensive knowledge of the laws and regulations governing medical record coding and documentation in compliance with HIPAA
* Exceptional interpersonal skills, with a focus on rapport-building, listening, and questioning skills, providing quality service over the telephone, via electronic (email/web) from various levels within the organization and various geographic locations
* Maintain the highest level of integrity and professionalism in completing all responsibilities and duties
* Comprehensive knowledge of PC hardware, network and server hardware, operating systems and application software, fluent in using electronic health record software
* Review records for completeness, accuracy, and compliance with regulations
* Problem solving and analytical skills, strong documentation skills
* Ability to absorb and retain information quickly

**WORK EXPERIENCE**

Dr. Daniel Isaac and Associates Cherry hill, NJ

2010-Present **Optometric Technician**

* Prepare patients for doctor during preliminary screening, conduct multiple tests to diagnose, or monitor numerous health risks/diseases, follow up with referred concerns
* Instruct patients on insertion and removal techniques for contact lenses, reinforce proper care, and health aspects of obtaining contact lenses, meet with representatives from numerous companies, participate in contact lens and solution studies
* Assist patients in choosing suitable frames, monitor and direct calls received at front desk, submit insurance claims, aid in appointing consultations with outside practices using the software Revolution EHR, Eye Care, NaviNet, and E-appointments

Sweet Treasures From Derrick Voorhees, NJ

2008-2011 **Executive Assistant**

* Analyzing Financial and Operational data received from various companies, and assisting the CEO in other corporate tasks assign
* Prepare a variety of high quality written agreements, memos, letters, and other documents
* Arrange for meetings and conferences, including preparing agendas and minutes for same and making the necessary business travel arrangements
* Manage, plan and organize daily calendar

Comcast Cable Communications Voorhees, NJ

2006-2009 **Customer Account Executive**

* Retained to conduct business development, account management, and client relations
* Consistently met/exceeded sale quotas
* Assisted with staff training
* Handled a heavy volume of inbound calls
* Performed technical support via phone and internet

Lane Bryant Voorhees, NJ

2004-2007 **Assistant Manager**

* Coordinating with all the departments that come under the guidance of the manager
* Taking over the daily tasks if the manager is absent due to some reason
* Compiling of all the reports that have to be checked on a daily basis
* Assisting the manager in conducting meeting that are done with many other departments
* Maintain communication with all the departments

Professional Recovery Services Voorhees, NJ

2003-2005 Senior Claims Adjuster

* Steadily surpassed collection quotas
* Handled a substantial amount of inbound and outbound calls
* Coordinated staff training
* Followed a challenging company protocol