**[Administrative Assistant](https://www.postjobfree.com/resume/ad1bl7/administrative-assistant-sugar-land-tx)**

**Location:**Sugar Land, TX

**Posted:**November 20, 2023

**Contact Info:**

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**Resume:**

Niakia Winfrey, MBA

(C) (281) 384-3926 niakia84@yahoo.com

Professional Summary

High-performing administrative assistant with a passion for the Healthcare Industry. Over ten years of experience impacting positive organizational outcomes through communication, time management, and customer service. Confident in ability to collaborate with cross-functional teams to solve complex, high-stakes problems. Committed to continuous improvement and contributing to team success.

Education

University of Houston- Victoria, TX

•Master of Business Administration in Management

•Bachelor of Business Administration in Healthcare Administration

Skills

•Communication

•Active Listening

•Critical Thinking

Self-Motivation

•Administrative Skills

•Time Management

•Record-keeping

•Customer Service

•Collaboration

•Problem Resolution

•Adaptability

•Proficient in Microsoft Suites

Work History

Administrative Office Assistant, Previous Experience

Spiro Energy Solutions, LLC, Houston, TX

•Deliver polite and professional assistance via phone, email, and mail to clients and staff.

•Process returned voided royalty checks in BOLO (oil and gas accounting software).

•Managed Bolo exhibits for clients utilizing Microsoft excel creating a focal point within network for departments to monitor progress within the company.

•Curated interpersonal interactions between clients and staff organizing meetings and delivering and facilitating messages using multi-line answering phone systems.

•Filed and scanned documents for dispersal by fax, email, or courier.

Lead Office Assistant I, 11/2021 to 06/2022

Memorial Hermann Hospital, Houston, TX

•Cataloged on average 160 patient medical files daily into an electronic database.

•Oriented and trained employees on hospital policies, procedures, and electronic record input.

•Revised patient files upon entry and conducted inquiries with other medical professionals to complete gaps in patient history.

Certified Nursing Assistant (CNA)/Receptionist, 08/2008 to 01/2015

Silverado Senior Living, Sugar Land, TX

•Functioned as residents main caregiver and effectively communicated between patients, nurses, doctors, and families.

•Observe and recorded residents assisted daily living (ADLs); checked vital signs, weight, food intake, mobility, and personal hygiene,

•Preformed preventative measures to ensure residents safety within CNA guidelines.

•Monitored switchboard and responded to resident’s request or dispatched team members to provide assistance

•Provided additional support to nurses by duties such as answering calls, relaying messages, and organizing patients’ medical records.

•Cultivated a positive and secure atmosphere for residents and family members.

•Received 97% positive feedback from patients based on a post-care survey.

References:

Sharon Montague

Principal Consultant

Spiro Energy Solutions

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Linda Levenson

Social Service Coordinator

Silverado Senior Living

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