Alexis Ladd

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**Career Objective**

Hard working Physician Assistant Major (3.8 GPA) with 4+ years of work experience. Including BLS, RMA and NCT licenses and certifications, and whiling to learn and obtain more as required for the company. Aiming to further knowledge in NCT and MA positions, while leverage over all patient satisfactory rate. While leveraging a proven knowledge of strategic business planning, meeting patients’ expectations, and sales administration and technician skills to successfully fill the role at your company. Frequently described as adaptable and flexible by my peers. Also often described as calm and collected in high stress environments. I can be relied upon to help your company achieve its goals and ensure all patients needs are met.

**Skills**

* Excellent multi-tasker
* Team leadership
* Reliable and dependable
* Time Management
* Inventory control
* Strategic scheduling
* Problem solving
* Working under high stress environments
* Attention to detail
* Ensured vitals and health information were documented and charted correctly
* Excellent in bookkeeping
* Proficiency in English (oral and written)
* Strong communication skills
* Proficient in Microsoft Office – Word, Excel, and PowerPoint
* Ensure patients confidentiality and privacy
* Took clear and correct images
* Ensured all HIPPA guidelines are followed.
* Ability to move to adapt and be moved to different positions as needed.
* Proficient in EMR systems.

**Experience**

CommunityMed Urgent Care

**Front Desk Receptionist + RMA + NCT**

*06/2021- Current*

* Checked patients in and provided a warm welcome to create a positive welcoming environment.
* Ran patients’ insurance and made sure correct contracted rates, fees and copays were collected correctly. Including private pay options as well.
* Ensured all patients needs and expectations were met.
* Scheduled patients according to availability and providers scheduled.
* Triaged patients in a quick and timely manner, ensure to record all necessary information.
* Issued medication as instructed per providers orders.
* Took all necessary vitals.
* Ensure all charts were documented adequately and correctly.
* Remained calm and organized during a high stress environment. Including coming up with plans of action as needed.
* Created a new record keeping system for DOT’s, Labs, Techs and Front Desk bookkeeping.
* Recorded weekly inventory and ordered supplies as needed to ensure we were properly stocked for the week.
* Collected all specimens as required, including Covid test, urine specimens, strep test, flu tests, etc.
* Took correct and clear x-ray images as needed.
* Gave injections as ordered by provider.
* Kept up with proper OSHA requirements.
* Ensured donors had all proper documentation for DOT’s and Non-DOT’s before bringing them back into a room.
* Ensured all Occmed procedures were followed and documented correctly.
* Completed opening and closing tasks, including daily summary, credit card/cash reports, deposits, etc.
* Ensured all documentation for WC and EPS visits were collected properly and were obtained.
* Took Clinic from a 3.2-star location to a 4.9-star location within 6 months of obtaining position.
* Became a trainer to new onboarding employees within 8 weeks of obtaining position.
* Pulled all extra shifts in different departments at different locations as needed, while maintaining my home base locations expectations and needs.
* Ensured all locations had correct and up to date records, inventory, etc. before I left the location.

Marriottt Courtyard

**Front Desk Receptionist Manager + Night Auditor**

*01/2021- Current*

* Greeted all patients upon arrival and created a positive first impression for the company.
* Ensured all guests needs were meet and kept up with from arrival to checkout.
* Gathered new guests’ information via phone, email, and walk in, as well as maintained repeating visitors logs and information.
* Collected all payments from guests, including check in/check out charges, incidentals, and food charges.
* Booked all reservations according to guests needs, accommodations and coordinating events, while complying with occupancy and room availability.
* Tracked guest satisfaction surveys to improve guest services for visitors
* Ensured all pilots special needs were met including meals, transportation, higher floor levels, and no disturbances.
* Addressed any and all patient concerns and personal requests.
* Answered all phone calls, missed calls, and call transfers.
* Compiled and update all hotel files and reports.
* Communicated to guests about new and updated COVID-19 safety procedures.
* Ensured all customers confidentiality.
* Conducted shift deposits as well as nightly deposits, as well as verifying cashier’s report drop longs and paperwork.
* Audit all incidental charges, postings and tickets.
* Ran all end of the day programs, paperwork and logs before closing out the day and repoing the new day.
* Ran rooms and tax reports to ensure all room rates were correctly posted.

Pacific Sunwear

**Assistant Manager (ASM) + Store Manger**

*03/2019- 12/14/2020*

* Created and administered semi-annual performance reviews to teams of employees.
* Handled all opening and closing task, including daily deposits, balancing and auditing tills, daily reports.
* Quickly determined customers’ needs and developed a solution to fit the scope of issue.
* Created and executed new visuals to maximize profitability for company.
* Cultivated and maintained up-to-date industry and technical knowledge of all related fields to better solve customer issues.
* Brought forth an in-depth understanding of processes and technologies used in the company.
* Worked to provide optimal browsing and buying experiences for all visitors and customers.
* Monitor stock and ordered all office supplies, while fulfilling supply deadlines.
* Created and distributed weekly schedules for employees.
* Assisted with payroll and distributed paychecks to employees.
* Organized and implemented job roles and functions among employees.
* Handled work logs and the organization of employee files.
* Answered all customer queries with friendliness and expertise.
* Conducted all interviews and on boarding processes for new employees.
* Supervised and trained teams of part-time and full-time employees in sales, merchandising, and inventory control.
* Conducted team meeting to ensure all employees were up-to-date with new procedures, merchandise, sales goals, as well as a performance review.

**Education and Training**

Tarrant County College

GPA: 3.8

Fort Worth, TX

*Masters Physician Assistant (P.A)*

*Physician Assistant Candidate*

*(Expected graduation May 2026)*

*Caregiver*

*Dallas + Fort Worth, TX*

*Trained in working and caring for drug addicted children (Newborn – Teen)*

*Worked with physically and mentally disabled children*

*Worked with spectrum disorder children*

*Worked with mentally ill children*

*Experience in formula and dietary care for children*

*Experienced with developmental growth in children*

*Experience with drug withdrawals in children (Newborn – Teen)*

**Certifications**

*Basic Life Support – BLS*

*Registered Medical Assistant – RMA*

*Radiologist Technician Non-Certified – NCT*

**References**

*Amanda Fabela*

*Medical Assistant Trainer + Trainer: CommunityMed Urgent Care*

*Phone number: (682) 558-7213*

*Javier Uribe DeLeon*

*Medical Assistant + Trainer: CommunityMed Urgent Care*

*Phone number: (940) 210-3064*

*Ryan Mendeley*

*NCT + Medical Assistant Trainer: CommunityMed Urgent Care*

*Phone number: (817) 913-3549*

*Larry Thompson*

*Nurse Practitioner + Provider Supervisor: CommunityMed Urgent Care*

*Phone number: (214) 995-9614*

*Mawrissa Bell*

*Receptionist + Medical Assistant: Texas Health*

*Phone number: (682)808-9837*

*Sandy Syavong*

*Guest Services Manger: Marriott Courtyard*

*Phone number: (817)753-6100*

*Diana Lugo-Garcia*

*Supervisor and Trainer: Pacific Sunwear*

*Phone number (682)234-6967*

*Joey Flores*

*District Manager: Pacific Sunwear*

*Phone Number (210) 957-9954*