

ALICIA LINK

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Objective

To work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately.

Experience

- **CCFI** 2018 - 2022
Collections
 - Monitor accounts on a daily basis
 - Identify outstanding account receivables
 - Investigate historical data for debts and bills
 - Take actions in order to encourage timely payments
 - Process payments and refunds
 - Resolve billing issues
 - Resolve customer credit issues
 - Contact clients and discuss their overdue payments
 - Update account status records
 - Prepare and present reports on collection activities and progress
- **Nugrowth Solutions** 2013 - 2018
Executive Sales
 - Conduct market research to identify selling possibilities and evaluate customer needs
 - Actively seek out new sales opportunities through cold calling, networking and social media
 - Set up meetings with potential clients and listen to their wishes and concerns
 - Prepare and deliver appropriate presentations on products and services
 - Create frequent reviews and reports with sales and financial data
 - Participate on behalf of the company in conferences
 - Negotiate/close deals and handle complaints or objections
 - Collaborate with team members to achieve better results
 - Gather feedback from customers or prospects and share with internal teams
- **Olentangy Pain Clinic** 2009 - 2013
Medical Assistant
 - Organize and schedule appointments
 - Update and file medical records and insurance reports
 - Arrange hospital admissions and laboratory services
 - Check with patients and type up patients charts
 - Assist during medical examinations
 - Produce and distribute correspondence memos, letters, faxes and forms
 - Handle receivable and payable accounts and keep financial records
 - Prepare and clean treatment rooms and medical instruments

Education

- **Everest Institute** 2008
Medical Assistant
3.0
- **Columbus State College** 2005
Associates Degree
2 Years
- **Lifeskills** 2004
Highschool
Graduate

Skills

- • Sales • Team Builder • Problem Solving • Focus • Self Motivation • Time Management • Organization • Customer Service • Communication • Conflict Resolution

Reference

- **Lauren Tillar - "COPC"**
Medical Assistant
lololuv25@gmail.com
386-444-2848
- **Nikki Bennett - "AT&T"**
Technician
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614-901-0533
- **Leah Chesser - "Self Employed"**
Construction
614-625-8668