PHYLICIA PAUL-ELIAS, M.B.A.

PROFESSIONAL PROFILE

# Dedicated, ambitious multi-dimensional healthcare administrative specialist with 11 years healthcare industry experience. Proven record of facilitating support services and managing fast-paced office operations. A multitude of versatile skills transfer into any administrative setting. Understanding of customer needs with diligent attention to detail resulting in superior customer service. Trusted consultant, liaison and assistant.

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AREAS OF EXPERTISE

# Medical & Clinical Services

Client Relations Administrative Support Confidential Correspondence Front Office Operations Provider Relations Departmental Liaison

Team Leadership Office Management Document Management Account Management

Human Resource Management

Payroll Processing Project Management

AP/AR

Event Planning

EDUCATION

# University of Maryland

University College, Largo, MD

Masters, Business Administration Dec. 2017 B.S., Business Administration

Dec. 2015

Strayer University

Washington, D.C. A.A., Business Administration, Human Resources, Dec. 2014

RELEVANT EXPERIENCE

Uniformed Services University of the Health Sciences 5/2018-Present

Department of Defense, United States Government

Program Support Assistant - School of Medicine, Office of the Dean

* Plans, promotes, and coordinates internal review studies
* Explains policies and procedure of the University to SOM faculty and staff
* Maintains time cards for the Dean’s Staff and Chairs
* Enter travel authorizations and vouchers into DTS for the Dean and the Dean’s Staff
* Prepares correspondences, Collects data, and statistical reports
* Provides staff advisory functions such as validation of budget and cost estimates
* Analyzes DOD and USUHS directives, regulations, and polices

Aerotek Staffing Agency (Contract Assignment) 6/2017-5/2018 Medstar Washington Hospital Center

Project Manager and Executive Assistant, Medical Affairs

* Provides general and administrative assistance to support the activities, goals, and initiatives of Clinical and Ambulatory Services
* Assists in the coordination and implementation of projects for the VP as well as the Senior Director of Ambulatory Operations
* Calendar management for all conference rooms, transcribe minutes for meetings, coordinates hiring of candidates, and manage VP meetings calendar

Robert Half Staffing Agency (Contract Assignment) 3/2017-6/2017 University of Maryland School of Dentistry

Executive Assistant, Development and Alumni Relations

* Provide administrative support to the Assistant Dean including calendar management and coordinating travel logistics
* Plan and implement strategic donor cultivation events and provide support for Alumni annual fundraising event
* Execute logistics, manage creation and dissemination of event collateral
* Coordinate post-event follow-up; liaison with vendor (hotel, caterer); secure in-kind donations
* Conduct disbursements and depositing of checks
* Assist in event venue design and set up

UMD Baltimore Washington Medical Center 4/2016-2/2017 Front Office Supervisor, Department of Radiation Oncology

* Responsible for coordinating the efficient daily operations of the business office
* Communication Liaison between interdisciplinary staff at Outpatient Clinical Office Clinics and Hospital system
* Responsible for processing patient billing
* Scheduling, registration, creating of spreadsheets, minutes for meetings, provided direct support to physicians
* Processing payroll, coordinated hiring of candidates

MedStar Health, Various Locations 4/2007-4/2016

Franklin Square Hospital Center 2/2015-4/2016 Administrative Coordinator/Assistant Supervisor, Bariatric and Invasive Surgical Procedures, Thoracic Surgery, Colon-rectal Surgery, OBGYN, Diabetes & Nutrition Education, and Endocrinology Departments

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KEY SKILLS

Microsoft Office Programs

PeopleSoft

Kronos Electronic Medical Records

Systems Database Management Sign Language- Moderate

Typing WPM: 65

HONORS & CERTIFICATIONS

Associate of the Quarter (Bariatric & Surgical Services)

2016

IDX Centricity Master Scheduler- 2016

CPR certified 08/2016 - 08/2018

Business and Finance Management Certificate- 2005

RELEVANT EXPERIENCE CONT’D

* Responsible for the daily case schedule and communicates any needs for scheduling modification and development within surgical services
* Supervise front desk staff
* Create forms for offices and maintains office supply inventory
* Conduct pre-authorization for Radiology, Biopsy, and other procedures
* Schedule office appointments, conduct schedule template changes
* Follow-up on billing documentations as well as daily charts and reports, schedule surgery candidates for procedures and follow up with pre-op paper work

Georgetown University Hospital 7/2012-2/2015 Administrative Assistant, Department of Neurosurgery

* Manage department calendar, transcribe meeting minutes, and report preparation
* Answer telephones, register patients, and schedule appointments
* Prepare end-of-day batch entry forms, control logs, billing, and missing charge reports
* Greet and assist patients with insurance referrals, verifications and pre- authorizations
* Maintain ongoing communication with vendors as needed
* Act as liaison with other medical departments for patient procedures
* Distribute information with physicians, nurses and other department associates
* Schedule Surgery candidates for procedures and follow up with pre-op paper work

Montgomery Medical Center 1/2011-7/2012 Front Desk Receptionist, Multi-Specialty Care Center

* Register patients of different specialties such as thoracic surgery, rectal surgery, womb care, oncology, and hematology
* Prepared clinic for each physician and assisted in collecting demographic and insurance information
* Obtain authorization from insurance carriers and collect co-pays as appropriate
* Generates all registration and admission paperwork required for infusion
* Presents appropriate forms to patient, provides explanation/answers to questions and obtains appropriate signatures
* Schedule patient appointments using appropriate software applications
* Accurately and completely enters daily charges

Georgetown University Hospital 4/2007-1/2011 Medical Secretary, Department of Lombardi Cancer Center

* Answers phones, registers patients, schedules appointments, and coordinates insurance verifications and pre-authorizations
* Manages physician’s calendar, coordinates travel, and assists with manuscripts and protocols
* Assist doctors in preparing patient charts, answering phones, distributing

mail, print documents, write and edit letters, schedule meetings, assists supervisor as needed, and other various duties around the cancer center

* Provided assistance to patients with various conditions such as brain tumors, pancreatic, colon, lung, and breast cancer