**ASHLEY J. TURNER**

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**PROFESSIONAL SUMMARY**

Experienced Program Coordinator with the ability to thrive in a fast-paced working environment, either independently or in team structures. Dependable and organized team player with the ability to communicate effectively and efficiently with all levels of leadership. Ability to conduct detailed research and analysis of technical data, and present findings in detailed reports presentations.

**PROFESSIONAL EXPERIENCE**

**Inova Medical Group – Falls Church, VA March 2019 – December 2019**

**Patient Access Associate II -** Achieved high performance evaluations for call handling ability and quality of services provided to patients in a fast paced, high volume call center.

* Collect and deposit money into accounts, disburse funds from cash accounts to pay bills or invoices, keep records of collections and disbursements, and ensure accounts are balanced.
* Greet visitors or callers and handle their inquiries or direct them to the appropriate persons according to their needs.
* Achieved high performance evaluations for call handling ability and quality of services provided to patients in a fast paced, high volume call center.
* Assisted patients with understanding their insurance coverage and financial obligations while maintaining a successful overall collecting 95% of patient-responsible balances debt.

**United States Marine Corps – Quantico, VA January 2016 – January 2017   
Data Technician –** Served as Data Technician responsible for developing and processing purchase request with over 25 vendors in support of National Defense operations.

* Synchronized the quarterly stock rotations, open/late purchasing reports and low-inventory reports for sales, project planning & installation departments.
* Reported weekly status reports to senior stakeholders and consulted vendors to build business expertise and satisfactory customer service
* Read source documents such as canceled checks, sales reports, or bills, and enter data in specific data fields or onto tapes or disks for subsequent entry, using keyboards or scanners.
* Maintained all product pricing data within the Procurement Solutions software system, to ensure lowest vendor terms, pricing and service-related contracts were met.

**Retina Group of Washington – Greenbelt, MD September 2014 – January 2016   
Patient Access Representative -** Responsible for completing all duties associated with verification eligibility and authorizations as required for outpatient procedures.

* Coordinate communication between patients, family members, medical staff, administrative staff, or regulatory agencies.
* Explain policies, procedures, or services to patients using medical or administrative knowledge.
* Inputted incoming patient’s information into billing registration system, while working directly with clinics and sales reps to gather complete and accurate demographic and insurance data.
* Responsible for completing all duties associated with verification eligibility and authorizations as required for outpatient procedures.

**Verizon Wireless– Clinton, MD October 2005 – September 2014**

**Supervisor of Retail Operations -** Expanded product portfolio of the organization to achieve the targeted goals through demonstrated abilities in enhancing business volumes.

* Developed quarterly and annual forecast schedules analyzing variances in store inventory of product merchandise.
* Prepare and review operational reports and schedules to ensure accuracy and efficiency.
* Monitor the facility to ensure that it remains safe, secure, and well-maintained.
* Plan, administer and control budgets for contracts, equipment and supplies.
* Managed and trained team members to adhere to company policies

**EDUCATION / CERTIFICATIONS**

Advanced Studies Diploma, Potomac Senior High School, Dumfries Va

Bachelor of Science in Business Administration Acquisition & Contract Management anticipation graduation 2021

**TECHNICAL SUMMARY**

Microsoft Office Suite: Word Processor, Excel, Access, Power Point, Outlook

Other Applications: IBS, COGNOs, Computron, Epic, Avaya, Ahiqa

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