

Cynthia Reyes

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Objective:

PROFESSIONAL GROWTH: I am seeking a position that holds more responsibilities while providing a greater contribution to all.

- I am seeking a challenging position that will advance me in my career within a higher education facility. My commitment to service and overall dedication to all that I do is true. I hold outstanding work ethics, I am honest, trustworthy person with high morals and take pride in all that I do. I have a clam disposition and work hard to obtain desire results while getting the job done.

Qualifications:

- 3+ Years of Manager /Supervisor experience.
- 1 Year of Production Assistant at Cool Pack Industries
- Bilingual English/ Spanish know how to speak, write, and can translate.

Key Administration Skills

- | | | |
|------------------------------|--------------------|---------------------|
| • ICD -9 - CM | • 10-KEY | • MS WORD, ONENOTE, |
| • ICD -10- CM | • HCPCS CODING | MS EXCEL, ZOOM, |
| • MEDICAL
TERMINOLOGY | • MEDICAL SOFTWARE | POWERPOINT, |
| • MEDICAL BILLING | • CONFIDENTIALITY | MICROSOFT TEAMS, |
| • MEDICAL INSURANCE | • BULLHORN | ADOBE |
| • CPT CODING | • PEOPLENET | • KEYBOARDING WPM |
| • ONLINE CLAIM
SUBMISSION | • SENSE | 40 |
| | • MEDICAL SOFTWARE | |

EMPLOYMENT EXPERIENCE

VOLT Staffing – Bakersfield/Lebec CA

Onsite Coordinator @IKEA

03/21 – Current

- Check voicemail for call-ins
- Log attendance in Bullhorn and attendance tracker
- Check for attendance violations and issue performance corrections for any violations
- Check e-mails for any e-mails from supervisors
- Sent out daily attendance to all departments.
- Update Employee contact information
- Purge terminated employee's files
- Distribute edited updated next week's scheduled to all supervisors. (Email)
- Daily Payroll Completed Get report off PeopleNet (after making all necessary time edits), report is BHE2
- Report to pre-shift huddle
- File no/Empl No in employee setup should list BH candidate ID number
- Observation Walk (15-30 minutes) 3x/day or more as needed; observe employees, ensure Volt employees are complying with all safety regulations, and if possible, ask them questions about their duties
- Report any concerns immediately
- E-mail all Supervisors regarding any call-ins and coverage.
- Cc Onsite
- Staff any ASAP same day requisitions
- Phone Interview's
- Setting up DT screens, plus sending onboarding documents plus sending out background screen.

- Any incidents/injuries – SBO's must be completed and submitted the same day
- Make any edits to time in PeopleNet from the previous day
- Complete pass down, provide an update on coverage for next shift; E-mail on-sites
- Check in with supervisors for any last-minute issues/concerns
- Organize and clean on-site office before the end of shift

FlexForce Staffing – Houston TX

Staffing Recruiter

11/19-03/20

- Payroll and verifying accounts.
- Uploading new entry data
- E-verifications and background checks
- Answering phone calls, returning calls, following up with emails.
- Organizing events, job fairs and restocking office supplies
- Interviewing employees
- Recruiting candidates
- Drug screening

Achor Counseling & Associates – Houston TX Office Manager/ Personal Assistant 11/17 – 08/19

- Handling office tasks, such as filing, generating billing reports and presentations, setting up for meetings, and reordering office supplies.
- Sending all super bills and verifications to the biller.
- Monitoring non payments claims. Following up with unpaid claims. Solving the issue by calling the insurance company through the claim department. Following up with the MBC and sharing billing statuses.
- Comparing the office billing reports with MBC billing report for nonpayment's.
- Providing real-time scheduling support by booking appointments and preventing conflicts.
- Making travel arrangements, such as booking flights, cars, and making hotel and restaurant reservations for Ms. Baldwin.
- Screening phone calls and routing callers to the appropriate party.
- Using computers to generate office reports, transcribe minutes from meetings, create presentations, and conduct research billing issues.
- Greet and assist visitors.
- Maintain polite and professional communication via phone, e-mail, and mail.
- Anticipate the needs of others in order to ensure their seamless and positive experience for the clients.
- Client appointments
- Client insurance verifications
- Client Billings
- Notify Ms. Baldwin of any client emergencies or 911 Calls.
- Opening the office daily and on time.
- Treat each client and staff with respect by greeting them.
- Answer the phone, "It's a great day at Achor, how can I help you".
- Monitor aging reports/ EOB of claims not paid
- Create the write off reports or statements for the end of the year.
- Utilize EHR system, Therapy Appointment
- Help client input info in the system in Therapy appointment
- Have client pay cash copay on the day of the service
- Assist with Pay pal payments
- Purchasing supplies and lunch
- Updating daily forms
- Other etc. duties, assigned by Ms. Baldwin

AMAZON – Houston TX

Fulfillment Associate 5/16 – 9/16

- Performed package quality
- Fast pace environment
- Scan packages
- Relocate them in their proper zip code station.
- OSHA regulations by reporting unsafe and spills and reporting package damages.

COOL PACK – Oxnard CA

Production Assistant 01/13 – 04/14

- Trained new employees.
- Enter data entry and updating product report.
- Finalizing product reports.
- Inspection throughout the warehouse on OSHA regulations
- OSHA trainer and properly informing every new employee.
- Monitoring & Filling employees work performance in daily performing sheets.
- Maintaining machines speed and performance.
- Prepping hour ahead, always keeping every machine station clean and safe on OSHA regulations.

TRADEWIND SEAFOOD INC – Oxnard CA

Packer/Cleaner 10/08 – 01/16

- Packaging production
- Cleaning supplies and tools,
- Sanitizing in OSHA regulations.
- Cold environment and fast pace.

HEALTHCARE CERTIFICATION

CERTIFIED – CPR American Heart Association

SKILLS

Ambassador Club – Brightwood College

Office Manager / UCR-RVS – Mocked Office Clinic in Medical Billing and Coding Program, Brightwood College

EDUCATION

High School Graduate – GPA 2.50

Pacifica High School/ Oxnard, CA

Medical Billing and Coding Specialist Graduate – GPA 3.50

Brightwood College/ Houston, TX

Ungraduated Bachelors Social work – Attending / GPA 3.50 Walden University /Online classes / Minneapolis, MN

Professional References

Morris Knapp / LPC – S

- (713)301-7693
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Evelyn Turner / Phycologist

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Krystal Barnes / Senior Recruiter

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