

Sandra J. Cooper

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SUMMARY OF QUALIFICATIONS

Dynamic, results-oriented, and highly motivated professional with 15+ years of experience in office administration and customer service. Extensive interpersonal skills with the ability to reach goals, meet deadlines, and solve problems creatively via a pleasant and professional attitude. Dependable, thorough, and well-organized individual who is dedicated to work effectively while focusing attention on key priorities based on company needs. Excellent communicator with proven analytical skills to develop solutions for cost effective operations. Equipped with an excellent work ethic, a strong sense of responsibility and leadership, and a commendable record of dependability, pooled with absolute integrity:

PROFESSIONAL EXPERIENCE

Genesis Healthcare-Fairland Center Scheduling Manager

**Silver Spring, MD
May 2020 – Present**

- Manage the key elements of the employees work experience while reporting trends and needs to Management as well as other parties when necessary
- Coordinate the schedules of FT, PT, and agency staff according to budgetary and labor management guidelines
- Use proprietary and other software tools such as PointClick Care and GenSTAR to track and monitor staffing and make recommendations
- Ensure staffing patterns address resident needs while meeting set facility goals
- Work with employees and Management to balance scheduling needs with staff leave preferences
- Provide regular schedule updates, staff status updates to HR, and availability updates to recruiting

Genesis Healthcare-Sligo Creek Center Receptionist

**Takoma Park, MD
November 2017 - May 2020**

- Managed initiatives and critical projects in support of top management team
- Managed simultaneous projects and maintained calendar to ensure deadlines are met
- Scheduled meetings and developed executive level correspondence
- Oversaw updates on current residents and discharge face sheets books
- Managed telephone lines, taking accurate messages and transferring calls to appropriate individuals in efficient and professional manner
- Performed clerical and other duties as assigned to support the company and other department programs.

Interim Bookkeeper, Accounts Payable

November 2017 - July 2018

- Coordinated problem resolution with corporate insurance billing
- Prepared, transferred, and reconciled resident trust funds on a monthly basis
- Distributed resident funds in accordance with resident trust fund policy
- Reconciled petty cash account activity
- Performed daily bank deposits and check cashing
- Assisted in collecting funds from residential activities for the resident trust fund
- Maintained filing system for resident funds and facility petty cash

Unit Ward Secretary

August 2016 - November 2017

- Scheduled, coordinated, and confirmed residents' doctors' appointments and other outside medical exams on a regular basis
- Worked with government agencies (e.g., Medicaid, Medicare) and private insurers to guarantee residents' appointments and tests were covered financially
- Arranged transport to and from appointments for residents
- Made arrangements for resident escorts to accompany residents to appointments as appropriate
- Coordinated with facility's nursing department to ensure residents were prepared in time for their scheduled pickups

**Medstar Healthcare Visiting Nurse Association
Customer Service Representative**

**Washington, D.C.
April 2013 - February 2016**

- Assessed/identified caller needs and/or problems with efficiency; documented calls completely.
- Was known as a Customer Service Representative who consistently maintained the highest level of patience, professionalism, and efficiency to minimize customer issues and increase client loyalty.
- Participated in meetings and represented the company outreach efforts as required for service improvement teams. Ensured that appropriate changes were made to resolve customer problems.
- Resolved product or service problems by clarifying information from patients in regards to home care services and supplies. Attempted to persuade customer to reconsider appointments.
- Gained experience as a service and solutions expert — using problem solving and negotiation skills.

**Providence Hospital
Unit Clerk**

**Washington, D.C.
August 2008 - March 2013**

- Answered telephone calls from patients, doctors, family members, and laboratory specialists; provided directions and procedures for the hospital. Processed medical records of patients.
- Coordinated patient appointments; updated lab work; managed cancellations in a timely manner.
- Maintained patient charts and sign-in sheets updates. Verified/reviewed physician orders to ensure accuracy in a timely manner. Coordinated transportation for patients to and from special appointment

EDUCATION

Pharmacy Technician Program

December 2000

COMPUTER SKILLS

Microsoft Office (Word, Excel, PowerPoint, Outlook), EMRS, and CRX Medical Data Software