

NANCY ZELNO

CERTIFIED MEDICAL BILLER AND CODER

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OBJECTIVE

To help an organization reach and exceed all set goals in a cost effective way.

EDUCATION

Post University,
MBA Entrepreneurship
3.9 Average

Post University
BS, Law
Cum Laude

AAPC
CPB Certified

EXPERIENCE

2021 to Present
Self Employed Certified Medical Billing and Coder

2004 to 2021
Owner- Dynamic Administrators
Medical and Dental Practice Management Company

2011 to 2013
Part Time Business Director • Jean Lafayette, DDS

Prior experience as requested

Experience/Skills

- Create and was successful at building two business from scratch including all phases of incorporation, management, marketing, hiring, and running the day-to-day.
- Establish high levels of quality, accuracy in all phases of each position held.
- Evaluate team members for best results and efficiency and productivity
- Develop processes, systems, and productivity metrics to ensure our teams are hitting their performance targets. Incorporate early detection and identification into the

process to ensure timely actions are taken.

- . Accountable for the timely assignment of all organizational objectives.
- Optimally train personnel, making recommendations for roles, coverage models, or team configurations in order to maximize sales productivity.
- Self-Owned Business Intelligence, using data analysis and storytelling to generate business intelligence insights for the clients and their teams.
- Work as marketing and business development for clients to evaluate and optimize lead quality and ROI
- Work extensively in the Medical and Dental field to understand and improve operations of programs
- Manage dashboards and provide company leadership with relevant insight and recommended actions
- Experience training and leading a team
- Experience with leading Sales & Marketing teams as well as experience in sales and marketing for personal company
- Experience with forecasting and delivering results to senior management
- Self-starter attitude that can work in a fast-paced work environment
- Ability to build processes, structure, and deliver great documentation
- Results oriented and an exceptional attention to detail and accuracy.
- Knowledge of contracting, order forms, legal, and pricing
- Ability to negotiate contracts as well as vendor pricing

KEY SKILLS —

Leadership
Self-Starter
Superior ability to learn software
System Audit
Organizational Skill
Excellent Communication

COMMUNICATION

I have delivered presentations to over 200 people at a time and been called a “Rock Star”

I am comfortable creating and delivering compelling and interactive presentations. Interpreting company information and delivering it for a team understanding in a fun and exciting way.

I have taken less than happy teams and turned them around to not only being productive but thriving together.

Author of [Interview Questions to Hire Your Perfect Team](#)
Author of [Consent Forms for the Protected Dental Practice](#)
Author of [Time to Be the Boss of YOU](#)

Created and worked with businesses creating scripting for Customer Service and closing sales

LEADERSHIP

Creator of Office Manager Training Course
Member of National Honor Society of Leadership and Success
Decades of Leading and Teaching Leadership

REFERENCES

[Available upon request.]