|  |  |  |
| --- | --- | --- |
| Logo  Description automatically generated  Candidate 39440  City Personnel  (401)331-2311   |  |  | | --- | --- | |  |  | |

|  |
| --- |
| **Work History** |

|  |  |
| --- | --- |
| May 2012 - January 2022 | **Medical Secretary**  *Blackstone Valley Community Health Care, Pawtucket, RI*   * Assisted in each of the following Departments: Internal Medicine, Pediatrics, OBGYN, Dental, Optometry, and Behavioral Health * Processed and maintained the credentialling of staff such as Nurses, Dentists, Hygienists, and Doctors * Processed medical billing UB-04 forms, claims, and audits * Balanced and reconciled collections and third-party payer insurance * Maintained medical records, processed referrals, accepted co-pays, and veriﬁed insurance * Responsible for greeting patients, answering multi-line phones, patient check-in and check-out, maintaining the calendar, and scheduling |

|  |  |
| --- | --- |
| June 2020 - December 2020 | **Business Inspector**  *Skills for Rhode Island's Future, Providence, RI*   * Analyzed business requirements and resolved case requests including conﬁguration/customization of 80+ proﬁles, permission sets, public groups, roles, role hierarchy, forecasting, ﬁeld-level security in Salesforce * Assisted The State of Rhode Island's Businesses to maintain the proper protocols and safety compliances during COVID-19 * Prepared and submitted daily activity reports to include current and accurate records of each inspection * Received and posted business license payments, conducted audits, and processed refunds * Enforced the business license ordinance through efﬁcient inspections to ensure compliance with required license procedures |

|  |  |
| --- | --- |
| November 2019 - March 2020 | **Program Manager**  *ADIL Business Systems Inc., Providence, RI*   * Managed dashboards and reports on Salesforce CRM * Created and tested applications for the State of Rhode Island's website * Integrated data from various front-end services and databases * Cooperated with the Scrum Team to match visual design intent * Organized state employee ﬁles |

|  |
| --- |
| **Education** |

|  |  |
| --- | --- |
| June 2022 | Data Analytics and Visualization  *IBM Data Analyst Professional Certificate* |

|  |  |
| --- | --- |
| August 2021 | Software Development  *Career Devs Software Engineering & Development School - Providence, Rhode Island* |
| May 2012 | Medical Billing Coding / Health Information Management  *Sanford-Brown Institute - Cranston, Rhode Island* |

|  |  |
| --- | --- |
| June 2007 | High School Diploma  *Mount Pleasant High School - Providence, Rhode Island* |

|  |
| --- |
| **Skills** |

Medical Secretary Experience

SQL

Salesforce

Salesforce Admin (3+years in Salesforce Data Structure)

Advanced Excel

Data Warehousing

SaaS

Apex

HTML

UX Design

Microsoft Word

Microsoft Ofﬁce

Auditing

Spreadsheets

Critical Thinking

Data Mining

Python

Dashboard

Data Science

CRM

Lighting Design

Kanban

Jira

IBM

Cognos Analytics

Scrum

Burn Down Charts