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| Logo  Description automatically generated  Candidate 81142  City Personnel  (401)331-2311   |  |  | | --- | --- | |  |  | |

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| **Work History** |

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| Feb 2017 - Sep 2022 | **Office Administrator/Analyst**  *South County Health, Wakefield, RI*   * Coordinated office activities and operations to secure efficiency and compliance for the Case Management department * Managed agendas and schedules for upper management * Created, update, and analyzed Palliative Care and CHF registries * Tracked and analyzed discharge disposition status for all patients in-house * Submitted safety issues to upper management (re-admissions, behavioral health patients, surgeries for the day, and patients with extended lengths of stay) * Provided clinical documentation to insurers for determination of admission status for patients (observation or inpatient) * Preparation and analysis for Utilization Review monthly meetings * Managed phone calls and correspondence * Tracked stocks of office supplies and reordered when needed * Assisted colleagues with projects when needed |

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| **April 2012 - Dec 2016**  **Dec 2013 - Dec 2016** | *Aero Mechanical*, *Johnston, RI*  **Office Manager**   * Oversaw all facets of office management * Handled payroll for union and non-union employees * Accounts Payable and Receivable; AIA Billing * Responsible for payroll taxes, benefits/401k, and office policy/procedures * Union reports, OSHA reporting, and workers' compensation claims |

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| **April 2012 - Dec 2013** | **Service Coordinator**   * Day-to-day operations for the HVAC/Plumbing Department * Scheduling and dispatching service technicians * Sole contact for Accounts Receivable for all divisions * Responsible for service and contract billing |

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| **Nov 2010 - April 2012** | **Practice Administrator**  *Serena A Sposato, MD, Inc, Providence, RI*   * Day-to-day operations for an OB doctor/surgeon's office * Accounts Payable, Accounts Receivable, and Payroll * All facets of office management including office policy/ procedures, office supplies, employee and patient information, EMR implementation * Handled office scheduling, insurance claims, and eligibility/prior authorizations * Preparation of all documentation for patients, doctors, and hospital * Managed the day-to-day activities of reception and medical assistant * Served as a backup for the medical assistants |

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| **March 2005 - Oct 2006** | **Operations Manager**  *Lighthouse Computer Services, Lincoln, RI*   * VBS management (finance, sales, ops-driven software) * Funding requirements for IBM and Agilysys (cost analysis, bid requirements) * Managed day-to-day activities of sales administrators and the Operations department ($116m Annual Revenue) * Supervised and coordinated activities of Sales Administrators receiving customer purchasing orders for products by telephone, fax, or email * Estimating and order processing to customers and 3rd party vendors * Approval of customers' bills/invoices and reconciliation with AR ledgers * Monitored Sales Administrators to evaluate order-taking performance and to assist in responding to customer inquiries * Consulted with other staff members (Finance and Sales) to respond to customer inquiries and/or complaints * Reviewed completed orders for errors or omissions to ensure quality control * Worked closely with the CFO to ensure VBS compliance * Made recommendations to ensure organizational objectives are being met * Researched, designed, developed, and administered operations processes/procedures |

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| July 2002 - March 2005 | **Sales and Operations Manager**  *Thielsch Engineering, Cranston, RI*   * Supervision of engineers, technicians, and sales administration * Approved estimates/proposals and secured projects * Scheduled jobs and allocation of resources up to and including subcontractor(s), travel, per diem, equipment * Provided proper documentation to clients for company and 3rd party credentials and insurance requirements * PRIME database management (software containing client tank/vessel inspection, issues, staff inspecting, and recommendations) * Financial and sales analysis * Supervised and monitored the workflow of the sales coordinator |

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| **Education** |

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|  | Business Administration  *Johnson And Wales University* |