

Summary of Qualifications

Service minded professional with 15+Years of Administrative support in the hospital/manufacturing marketplace.
Kaiser Classes: Getting Things Done For Managers, My Organization Training for Managers and Proxies, Excel Int & Advanced, Access Word Int & Advanced

Sept 9 2013 – Present

Kaiser Permanente Hospital, Sacramento CA

Operations Specialist- Organizing and expediting work for the department Director and Leadership team, along with scheduling appointments, taking meeting minutes, and completion of various audits. Calendar management, staying on top of emails, staying calm under pressure while being flexible, is a top priority in this position. I organize and prepare routine correspondence for the department director and leadership team, as well as complex documents including reports, spread sheets, presentations and various forms of communication. I am the time keeper for 40 employees, and responsible for forwarding all Health Connect GMC referrals to the appropriate work teams in a timely manner.

I continue to make outreach calls to the GMC Partnership members, which consists of verifying insurance coverage, updating demographics, assigning doctors, making doctor appointments, and calling all members to get an Individual Health Assessment completed and entered into Health Connect. The Medi-Cal program has many time constraints we must meet to stay in compliance, attention to detail and working under pressure are key components. Educating our members about their benefits, how to use them, and encourage all to complete an Advance Directive. Must have excellent customer service skills, 10 key a plus, and exceptional customer service skills.

Feb 2011 - Sept 2013

Kaiser Permanente Hospital, Fresno CA

Sr. Administrator PCS Supporting the CASD & ASD - Serve as administrative liaison between manager and direct reports, heavy calendar management, schedule meetings, create and maintain electronic mailing groups, compliance tracking, take minutes and prepare agenda for several dept meetings, conference room coordinator/scheduler, monitor email and phone messages as needed. Accepts or declines appointments and meetings, handle travel arrangements and catering requests. Use a variety of software programs to prepare and format interoffice communications, letters, reports, confidential documents, etc. Prepare organization charts, presentations, etc. using desktop publishing, accounts payable invoices, time card maintenance & approval for Directors and Supervisors. Independently track and create expense reports; new hire set up, order supplies, maintain HR files, compliance, and other confidential documents. Work independently with flexibility of work hours.

March 2010 – Feb 2011

Selma Adventist Hospital, Selma CA.

Administrative Secretary – Support the Nursing Directors of ER, OB and Med-Surg with daily calendar management, gatekeeper for conference scheduling and BLS, ACLS, NEO certification materials. Track and log patient care data for each dept, manage 8 phone line, audit depts., ordering supplies, take and report minutes at staff meetings. Organize and maintain confidential department files and records. Create and maintain critical value and pharmacy discrepancy reports for staff meetings. Provide travel, catering and project support as needed. Professionalism, along with the ability to perform assignments that involve work of a confidential nature, discretion, and judgment. Excellent personal computer skills, independently coordinate a variety of tasks and functions, work around frequent interruptions, organize workload and set ever-changing priorities, anticipate and provide for schedule changes, work well under pressure and strict deadlines, realign priorities as necessary.

July 2009 – Oct 2009

J. Jill, Fresno, CA.

Store Associate- Cashier, credit card transactions, sell, credit card payments, gift cards, styling appointments, internet ordering, open/close responsibilities, ordering, stocking, and above all great customer service.

Jan 2008 – July 2009

Outback Steakhouse, Fresno CA.

Server - Cashier, excellent customer service skills, expo food and beverages, carry food trays, open and close responsibilities, customer table service. (Transferred from Burleson TX Outback on 11/18/2008)

June 2007 - Jan 2008

Colonial Country Club 3735 Country Club Circle, Fort Worth TX.

Banquet Server - Carry trays with food, serve at parties/events. Refresh drinks, clear plates, refill beverages. Serve cocktails, take drink orders and give excellent customer service to everyone.

June 2007 - Jan 2008

Glaucoma Specialists, TX, No longer in Business

Sr. Administrative/Property Mgr. - Managed physician's calendars, daily back up of data, front desk check in- checkout, insurance verification, schedule appointments, pull records, staff minutes, maintained personnel records, payroll entry, bank deposits, A/R, new hire paperwork, purchase orders, order supplies, patient letters, interview temp agencies, maintained OSHA standards and renewals, and other duties as assigned. Managed all property contractors to include gardeners, electricians, computers, and security services.

2003-- Feb 28, 2007

Kaiser Permanente Hospital, Fresno, CA.

Sr. Administrative Assistant Pharmacy Admin- Excellent customer service, oral and written communication skills required. Expertise with word processing, spreadsheet, graphics and presentation software. Coordinating and providing support to large complex projects. Able to work independently, exercise discretion and sound judgment. Heavy calendar management/scheduling, coordinate planning and logistical arrangements for conference rooms, conference calls, and other meeting events. Monitor email and phone messages as needed. Event coordination and other activities as requested. Anticipates need for and ensures that manager has necessary documents and materials for meetings and presentations. Track and compile expense receipts, write up purchase orders, prepare monthly expense reports, and make travel arrangements. Able to use a variety of software to prepare letters, reports, confidential documents, etc. Prepare organization charts, presentations, etc using desktop publishing. Organize and maintain confidential department files and records. Taking minutes at meetings, creating the agenda and follow through of materials. Working as a liaison between mgmt, direct reports, and others within and outside the organization.

2002--Feb 28 2007

Dan Gamel's Health and Racquet Club, Fresno CA.

Fitness Instructor -Taught aqua aerobics and aerobic kickboxing. Customer relations and membership retention.

1992--2001 (1992-1993 Temp Agency) 4150 Network Cir, Santa Clara, CA 95054-1778

Sun Microsystems, Palo Alto, CA

Education Registrar. (Temp Agency) Working as a registrar in the Education Dept, enrolling students and customers into our classes, giving advice on classes and system requirements. Being able to manipulate through the computer for information needed, working quickly and efficiently to meet dept quota guidelines, having great listening and problem solving skills, while working in a very fast paced environment.

Executive Administrator Sales- Supported the VP of Sales working in a fast paced environment. Responsible for setting up all offsite meetings, travel arrangements, time cards/payroll, taking minutes at weekly staff meetings, keeping all organizational charts current, creating presentations and spreadsheets, ordering office supplies, setting up new hires, maintaining data sheets, tracking backlog and sales out, daily calendar management, on-site and off-site conferences, coordinating managers time, coordinating conference rooms and calls, equipment and teleconferencing. Approve monthly expense reports, screening manager's calls and making commitments of time based on knowledge of workload and appointments. Being well organized with great communication and PC skills were daily requirements. Working independently, being a well-organized team player were essential components in this position. My prior position before my promotion was as a registrar in the education department.

1996-2000

Hurst Aerobic Kickboxing Studio & YMCA, San Jose, CA- No longer in business

Instructor. Taught aerobic kickboxing and aqua classes.

Education

Homestead High School, Sunnyvale, CA-Graduated 1973

Adult Education Ctr, San Jose CA -Studied health, fitness, and computer classes

Interests: Riding & training horses, Competitive Dance, running, biking, hiking, and most outdoor activities