

# TANYA KUGELMAS

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## SUMMARY

- ♦ As a dedicated and knowledgeable professional with experience in administration and clerical responsibilities, I seek to bring my abilities to add value to your company. I am a self-motivated individual with skills that balance administrative efficiency, communications, data entry, and customer service to deliver productive results.

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## CORE COMPETENCIES

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- ♦ Managing clerical and administrative responsibilities efficiently and with attention to detail.
- ♦ Providing highest quality customer support and service with a positive, professional attitude.
- ♦ Communicating clearly and effectively with clients, colleagues, and other professionals.
- ♦ Implementing process improvement recommendations to increase productivity.
- ♦ Generating and maintaining necessary documentation and records as well as data entry.
- ♦ Ensuring compliance with all relevant standards, policies, and regulations.

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## PROFESSIONAL EXPERIENCE

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### STANFORD HOSPITAL AND CLINICS — Redwood City, CA

Client Service Representative I, 2015 – 2016

- ♦ Provided exceptional customer support according to individual client requirements.
- ♦ Utilized client-server and hierarchical databases to provide effective client service.
- ♦ Expedited requests for subpoenas and immediate continuing of care effectively.
- ♦ Sorted subpoenas by dates of receipts in order to meet deposition dates due.
- ♦ Conducted searches for patient and requester names and scanned requests and authorizations.
- ♦ Managed input of data in text fields and saved medical records for dates of service and inquiries.
- ♦ Handled ordering of paper medical records at DeliverEx and scanned retrievable paper chart.
- ♦ Encrypted CDs and used Adobe tools to redact unauthorized test results as needed.
- ♦ Created Affidavit of Records or Affidavit for No Records letters for subpoenas.
- ♦ Generated and mailed rejection letters for incomplete forms and missing authorizations.
- ♦ Printed and sent rejections for unregistered patients' names and unavailable records.
- ♦ Established federal-express mail to deliver CDs to superior courts and internal law firms.
- ♦ Cancelled subpoenas in response to Motion to Quash orders or objection letters.
- ♦ Communicated via email with the Risk Authority, Document Imaging, and Data Integrity.

### ALAMEDA COUNTY PUBLIC HEALTH — Oakland, CA

Temporary Data Systems Specialist, 2014

- ♦ Compiled children's demographics information from written consent forms efficiently.

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**PROFESSIONAL EXPERIENCE (CONTINUED)**

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- ◆ Entered information into web-based Immunization Registry database and MS Access software.
- ◆ Verified appropriateness of second doses for children's flu shots effectively.
- ◆ Ensured correct entry of consent forms, counting paper forms and reviewing data.

**RICOH — San Francisco, CA****Temporary IKON-Document Specialist 2, 2014**

- ◆ Prepared documents for digital storage, including removing staples for scanning.
- ◆ Scanned archives through duplex automatic document feeder efficiently.
- ◆ Compiled oversize papers from a plotter according to policies.

**STATE BAR OF CALIFORNIA — Burlingame, CA****Temporary Floater Proctor, 2014**

- ◆ Oversaw and monitored law examinees, timing examinations.
- ◆ Relieved floor proctors during breaks, supervising exams effectively.
- ◆ Ensured compliance with all relevant policies and procedures.

**DEMOCRACY RESOURCES — San Francisco, CA****Temporary Petitioner, 2014**

- ◆ Communicated with the public to inform them of ballot measures and voting rights.
- ◆ Compiled required signatures for placement of initiative measures on voter's ballot.
- ◆ Maintained adherence with official requirements and regulations at all times.

**DHCS MEDI-CAL FIELD OFFICE — San Francisco, CA****Specialized Support Clerk I, 2003 – 2009**

- ◆ Processed 200 claims daily to transition office to paperless work setting.
- ◆ Entered patient demographics and doctoral consultants' comments.
- ◆ Performed entry of ICD-9, CPT, and HCPCS codes into system.
- ◆ Conducted quality control by checking for accuracy of data entered by colleagues.

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**EDUCATION**

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**BACHELOR OF ARTS IN RADIO AND TELEVISION**

San Francisco State University, San Francisco, CA

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**REFERENCES**

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*Available upon request.*