

Annie Bland

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Objective

Work in an organization to utilize my leadership skills and develop the team dynamics necessary for the organization to grow. Pursuing a Managers position to utilize all skill sets developed in my career in Customer Service support.

Pride Staff-Fair Oaks, CA

3/2015-Present

Processor

- Customer Service support included: Customer Data Entry, Answer phones, Answering Contractors Questions.
- Accounting support functions included: Processing and invoicing the banks. Ensure that our contractors get paid and also the organization received proper funds from the banks.

Ovations-West Sacramento, CA

6/2012-Present

Customer service Manager

- Ensured customer service, inventory control and monetary responsibility for concessions operations.
- Trained workers in food preparation and in-service and safety procedures as well as supervise and participate in the kitchen and dining management. Facilitated fluid business operations during high volume demands.

Golden Valley Charter School-Fair Oaks, CA

9/2014-3/2015

Teachers Aid/Sub

- Assisted teachers in the classroom with children ages 6 to 12. Participated in an after school program called Aftercare. Children go to Aftercare when their parents could not pick up their children on a timely basis.
- Customer Service support in the office, answering phones, taking messages, taking care of parent's and children's needs.

Dr. Janice E York, LMFT-Cameron Park, CA

4/2014-11/2014

Office Assistant

- Responsible for creating and updating patients' medical records and migrating paper environment to electronic health records. Create new file system in accordance with EMR systems.
- Responsible for completing and submitting insurance claims. Handle insurance verification. Accept co-pay and private pay. Enter patient data into computer system. Handle patient billing. Prepare correspondence for doctor.

Education

Ultimate Medical Academy-Tampa, FL

2014

Analyze and code surgical procedures and diagnoses using proper medical codes, competently collaborate across collection/billing departments to ensure billing-related issues are resolved. Diploma

Heald Business College-Salinas, CA

2000

Received my certificate in Computer Business, AAS

Skills

Microsoft Office Suite, Typing 55wpm, 10 key by touch, Utilize Microsoft Office to stay organized, Data Entry.

Personal attributes: Self-motivated, Goal oriented, Compassionate, Can adapt in stressful situations.