



Experience

PROJECT ASSISTANT

Amento Group, Seattle, WA / 2015-Present

- Responsible for all front desk operations including answering incoming calls, greeting guests, providing assistance to employees, maintaining general upkeep of office, managing all mail and deliveries, scheduling of conference room and office equipment, and managing shared calendars.
- Administrative duties include closing files and maintaining archived files, opening new client files, managing physical and electronic filing systems, maintaining copiers and library, ordering office supplies, processing warranties and rebates, updating and distributing monthly workload projections, and support Construction Project Managers with job-specific assignments.
- Assist Director of Operations with accounting assistance including creation of invoices, entering vendor invoices, transferring timesheet entries, opening accounting files for client invoices, maintaining files, ordering and monitoring cell phone usage, and other project-related tasks as required.

PATIENT FINANCIAL SERVICES LIAISON

Evergreen Health, Kirkland, WA / 2011-2014

- Pre-screen patients for financial assistance eligibility over phone or in person.
- Process patient applications for financial assistance for all Evergreen Health entities by verifying required documentation, facilitating completion which includes obtaining approvals or denials.
- Maintain data in the charity spreadsheet for hospital providers and departments to access for financial assistance information regarding mutual patients.
- Notate each patient account of conversations, request for documentation, decision of eligibility and submission of appropriate percentage adjustment based on the Federal Poverty Guidelines in the hospital's billing and patient registration systems, Meditech and Cerner.

CUSTOMER SERVICES RELATIONS REPRESENTATIVE

Evergreen Health, Kirkland, WA / 2009-2011

- Handle all incoming patient calls efficiently and courteously.
- Effectively calm patients when they were emotional, frustrated or angry by providing solutions which produced patient satisfaction.
- Quickly identify the nature of patient inquires or concerns and determine appropriate course of action as they related to hospital policies and procedures.
- Process daily patient correspondence and assist on self pay collections.

ADMINISTRATIVE ASSISTANT/OFFICE MANAGER

Harbour Homes, Everett, WA / 2003-2008

- Manage all aspects of the office, including ordering all necessary supplies.
- Answer 10 line phone system, transfer calls and send messages via MS Office Outlook.
- Partially process vendor invoices for Accounts Payable.
- Work with Real Estate agents, Marketing Department, Vice President, lenders and escrow regarding each Purchase and Sale Agreement from the accepted offer to its completion.

Education

EDMONDS COMMUNITY COLLEGE

Edmonds, WA

- Completed coursework towards GED, 2003

Professional Affiliations

BUILDING OWNERS AND MANAGERS ASSOCIATION (BOMA)

Seattle & King County

- Industry Partner, 2016-Present

MASTER BUILDERS ASSOCIATION (MBA)

King & Snohomish County

- Associate Member, 2015-Present

COMMUNITY ASSOCIATION INSTITUTE (WSCAI)

Washington State Chapter

- Business Partner, 2015-Present