

Work Experience:

Mayo Clinic

Rochester, MN – 10/30/2017 – Current

Medical Administrative Assistant – Orthopedics

- Responsible for coordinating and organizing consultant's calendars and trips
- Trained and certified in Medical Terminology
- In charge of keeping accurate monetary logs and totals for physician allowances and balances
- Well versed and trained to review and upload EHRs (Electronic Health Records)
- Responsible for following HIPPA guidelines to protect patient PHI (personal health information)
- Acts as a point of reference between patients and consulting staff, helping to either resolve any issues or concerns or to relay the necessary information to consulting staff to ensure proper and affective patient care
- Helps to organize quarterly luncheons on behalf of consulting staff

Desk Operations Specialist – Orthopedics/Sports Medicine

- Responsible for facilitating patient visits and supporting health care providers while anticipating and responding to patient needs
- Coordinating of appointments and complex appointment schedules and daily schedules of the providers
- Obtain and verify patient demographics, and medical insurance information
- Inform patients of any scheduling delays or changes
- Serve as a direct contact and resource to our patients
- Perform related administrative duties like processing ABN forms and insurance verification

Lead Technician – Central Service

- Assign and direct workflow throughout the shift to ensure each task is being completed efficiently and accurately
- Provide training to new hires
- Provide support to peers throughout the shift to help boost morale and educate on department policies and procedures
- Responsible for creating and managing weekly workflow schedule for technicians
- Responsible for cleaning, testing, stocking and sterilizing equipment throughout the hospital
- Work with departments within the hospital as well as clinics outside of St. Mary's to ensure their equipment and instruments are up to standards and sterilized properly
- Takes ownership in approaching technicians to discuss errors and competencies

Cigna Pharmacy

Scranton, PA – 01/2013 – 09/2017

Business Project Analyst

- Trained new hires into Cigna Pharmacy and experienced advocates on new products and systems lead launching of a new product, OneGuide
- Trained in Medical and claims: took part in a nine-week new hire training to develop a background and understanding of the medical and claim products and terminology
- Certified in DEC training: Developing Emotion Connections
- Helped design the pharmacy training curriculum and ensure all material is accurate and up to date
- Acted as a leader for each training class and collaborated with the necessary areas of business to ensure timing and scheduling were communicated
- Worked closely with Cigna's global partners to help develop a relationship and ensure consistency across the board in regard to training material and structure

Customer Service Interim Supervisor

SARAH LOWERY

1/3 11am

4820 ALPHA PKWY NW#117
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SKAYLOW23@GMAIL.COM

- Planned staffing requests such as Paid Time Off or Make-Up Time
- Provided daily stats sheets in order to keep team up-to-date on their standings in terms of team and individual performance
- Worked closely with management to relay information about discussions amongst customers and team members as well as to receive feedback from each manager

Customer Service Analyst/Technical Coach

- Worked closely with management to develop and execute effective coaching plans for CSA performance improvement
- Acted as a point of contact for technical questions across network
- Collaborated with upper management on projects to help improve overall quality of customer service

Customer Service Associate/ Subject Matter Expert

- Started as a CSA taking phone calls to assist members with placing their orders and understanding the processes of Home Delivery in the Pharmacy department
- Used problem solving and active listening skills to find the root cause of issues I encountered while on a call
- Performed side by sides: sat with coworkers to help them improve their performance and overall metrics

Logan's Roadhouse

Wilkes-Barre, PA - 02/2012-02/2013

Hostess/Waitress

- Started as a hostess, welcoming and getting customers seated and take-out requests via phone
- Worked with a large team to accommodate and assist the public during their dining experience
- Trained new servers one customer service, menu and daily tasks and goals as well as our computer system
- Worked closely with management for our promotional deals to find ways to grab the attention of our customers

Trails End Association

Horntown, VA – Summer 06/2010-09/2010 & Summer 06/2011- 09/2011

Recreational Worker

- Responsible for running daily activities and events held for the public
- Ran workshops and relays for children and parents
- Helped organize events being ran at the recreational center
- Responsible for providing customer service to the public and being available for their convenience

Certification(s):

- Medical Terminology:
 - Obtained through Rochester Community and Technical College

Skills:

- Microsoft Office
- Presentation and leadership skills
- Problem Solving
- Works well with others
- Motivated and Positive
- Great at multi-tasking

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- Organizational and planning skills

Education: *Dallas High School*

Dallas, PA – 2008-2012

Rochester Community and Technical College

Rochester, MN – January 2018-Current

Community Involvement: *Meadows Nursing Home*

Dallas, PA- 2011-2012

Volunteer