

# RONALD GONZALES

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## SUMMARY

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Result-driven, proactive and resourceful professional with several years experience providing effective and efficient business operation support. Adept at managing multiple projects with ease using expert time management methods.

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## HIGHLIGHTS

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- Self-starter
  - Strong interpersonal skills
  - Report analysis
  - Resourceful
  - Excel/Word knowledge
  - Deadline-oriented
  - Problem resolution
  - Supervision and training
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## ACCOMPLISHMENTS

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### Leadership

- Served as key contributing member to Leadership team.

### Research

- Investigated and analyzed client complaints to identify and resolve issues.

### Customer Service

- Handled customers effectively by identifying needs, quickly gaining trust, approaching complex situations and resolving problems to maximize efficiency.

### Reporting

- Maintained status reports to provide management with updated information for client projects.
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## EXPERIENCE

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### RICK'S SHINE 4 U

Las Vegas, NV.

#### Office Manager/Sales

11/2002 to 12/2013

Managed team of 15 professional detailer. Directed strategic initiatives to achieve customer satisfaction and repeat business. Reduced and controlled expenses by integrating recycle program. Recruited, hired and trained new employees. Identified inefficiencies and made recommendations for process improvements. Optimized the overall customer experience through One Stop shopping services. Monitored project schedules for 8 projects at a time. Retained and ensured proper handling and care of 150 existing client accounts.

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## BOULDER COMMUNITY HOSPITAL

Boulder, CO.

#### Emergency Admission Representative

07/2001 to 10/2002

Organized files, developed spreadsheets, faxed reports and scanned documents. Collected pertinent information from the patient, family and friends, medical records and prescriptions. Interacted with patients, families, hospital staff and the general public. Wrote clear and detailed clinical phone messages for physicians. Examined diagnosis codes for accuracy, completeness, specificity and appropriateness according to services rendered. Completed registration quickly and cordially for all new patients. Demonstrated knowledge of HIPAA Privacy and Security Regulations by appropriately handling patient information. Efficiently performed insurance verification and pre-certification and pre-authorization functions.