

Catherine Crognali

Merchandising Administrative Support - Giant Eagle Corporate Office through Callos Companies

New Kensington, PA

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A diversified background with progressive work experience in multiple areas including office environment, teller, pharmacy, data entry, retail sales and contact with general public.

- Registered through the Minnesota Pharmacy Board.

WORK EXPERIENCE

Merchandising Administrative Support

Giant Eagle Corporate Office through Callos Companies - Pittsburgh, PA - August 2013 to Present

Entering reward and fuel perks for various banners. Following up with merchandising teams for issues when entering reward promotions. Investigation of POS problem pricing submissions involving reward and bonus fuel perk promotions. Entry of monthly load to card specialty offers. Tracking and documenting fuel perks with share point. Auditing and researching fuel perks weekly according to tags and circulars. Locating Unauthorized fuel perks and unauthorized fuel perks communications.

Customer Service IV Specialist

Coram Home Infusion Health Care - Eden Prairie, MN - July 2012 to March 2013

Resolves patient/customer complaints by identifying problems and coordinating appropriate corrective action. Complying with and adhering to all the regulatory compliance areas, policies and procedures and "best practices". Initiating the admissions process for patient referrals by collecting demographic and insurance information on patients over the phone and acting as the primary contact for new and existing accounts. Investigates type and level of insurance coverage to assess the patient eligibility for the program. Communicates with medical professionals and insurance company personnel to expedite patient eligible into program. Resolving reimbursement issues with accounts, sales force and management. Completing data entry in CPRS to ensure accuracy of reporting outcomes. Investigating data entry issues to ensure accurate reporting and billing. Monitors computerized reports to avoid delays in customer billing information.

Pharmacy Technician

Hennepin County Medical Center through Aerotek Staffing Agency - Minneapolis, MN - February 2012 to June 2012

Assisting pharmacists and other technicians, reading and understanding Inpatient computerized medication orders. Communicating effectively with health care team, while rotating through all areas of pharmacy. Filling patient medication cassettes, pre-packing bulk medications. Screening telephone calls and triage window inquiries, assisting in training new employees. Delivering unit doses through automated dispensing technology. Respecting confidentiality of patient data and performing other assigned duties.

Clinical Support Specialist

Magee-Womens Hospital UPMC - Pittsburgh, PA - August 2011 to December 2011

Provides general clerical support to patients, family members, staff members and healthcare professionals. Answers work area telephones and triages calls as appropriate. Obtains information and schedules examination appointments, utilizing judgment in determining appropriate level of service based on clinical

needs, clarifies pre-authorization requirements and furnishes preparatory examination instructions and assistance to patients. Retrieving and instructing patients to obtain prior films or medical records. Maintaining and retrieving patient records in accordance with hospital/departmental policies. Clarifying test orders if unclear, incorrect or inappropriate. Utilizing computer systems to enter, retrieve, edit and print data. Performing all other duties as assigned.

Pharmacy Assistant

Chartwell UPMC - Pittsburgh, PA - August 2008 to August 2011

Assisting pharmacists with lab orders, tracking lab orders, data entry, and faxing to doctors and agencies. Providing clerical support, such as filing, faxing, copying, data entry, and triaging phone calls for the pharmacy department. Assist in timely preparation of compounding documentation. Communicates verbally with patients, caregivers, nursing, and other staff members to obtain and document assessment data and patient follow-up for the pharmacist review. Multitask, attention to detail, team player, customer service, and computer skills.

EDUCATION

business administration

Valley High School - New Kensington, PA