

ANDREA S. FADDEN *referred*

1773 E. 96th Drive ■ Thornton, CO 80229 ■ (303) 450-6326 ■ afadden@acsol.net

Front desk.

PROFILE

Bilingual (Spanish/English) professional with strong administrative skills and excellent customer service. My background and international experience allows me to understand and assist people from all background and cultures. Attention to detail, dependability and a positive attitude allow my quick transition into any team.

SUMMARY OF QUALIFICATIONS

- Provided lodge customers with information, addressed issues, made and cancelled reservations to ensure a positive customer experience
- Scheduled and confirmed appointments or reservations for customers.
- Input data on 20+ patient per day and scanned supporting documents into the database with strict adherence to HIPAA regulations
- Opened and distributed mail, faxes and interoffice mail for 100+ staff and doctors
- Followed up on patient referral and completed file once the referral was complete
- Processed medical records requests and sent to appropriate person or facility upon verification of the Release of Information documentation
- Handled patient medication request by verifying with the doctor and contacting the pharmacy
- Interacted with clinic employees, nurse team managers, medical office manager, and community providers.
- Handled 100+ calls daily on a multi-line phone system, determined reason for call, provided information, took messages, or transferred to appropriate person
- Calculated and collected cash, checks and credit payments for products or services provided
- Coordinated reservations for over 1500 rooms at the Lowery Air Force Base Fitzsimons Lodge
- Assisted national and international Air Force student in securing long-term room reservations
- Daily reconciliation of cash drawer and bank deposits with 95% accuracy
- 10+ years of experience in both Accounts Payable and Accounts Receivable
- Inventory control and ordering of supplies for Pharmacy section of Air Force Base store
- Utilized Word applications, Excel, Outlook, and medical database management
- Managed paper or electronic files systems, recording information, updating paperwork, or maintaining documents, such as attendance records, correspondence, or other material.
- Documented and prepared incident or behavioral observational reports
- Trained new employees on daily requirements and company policies

WORK EXPERIENCE:

Team - 2:50pm, restaurant, waitress, bussing, cleaning.
Server | Bethesda Senior Living Center-Thornton, CO | 6/2015 -4/ 2017 *Self injury*
Medical Records Department Clerk | Clinica Campesina, Thornton, CO | 7/2002 -4/ 2015 *3 years. Filing, records, chart entry, outside.*
Customer Service Reservation Clerk | Fitzsimons Lodge- Lowery Air Force Base -Aurora, CO | 3/1985 - 8/1999 *wed. Copiers, phone incoming/outgoing. Patients/doctors. Paper record to electronic.*

front desk, hotel, reservations out of country, checks, payment processing.

EDUCATION:

Medical Insurance Billing and Coding Certificate | Parks College, Thornton, CO
Business Administration Diploma | Gaston Faraude P. Technical College, Panama
High School Diploma | Instituto Bolivar, Panama, Republic of Panama

Andrea's References

References:

Connie Dreiling (303) 457-6998
Paralegal

Celia Leyva (303) 676-2705
Family Health Coordinator

Marcia Pope (720) 446-7993
RN CCM

Annie Richardson (303) 343-7788
Retired Customer Serve

