

Dawn Holliday

Career Summary

- *Thirty years of experience utilizing customer service and phone etiquette skills*
- *Proven track record of meeting deadlines, being highly organized, and efficiently prioritizing and handling multiple tasks. Proactive approach to all assignments, stimulating fresh ideas*
- *Advanced MS Office and MS Outlook, Type 55 wpm*

Experience

Jan 2015 – Feb 2024 Builders First Source (formerly BMC) – Multifamily Millworks and Trim Englewood, CO

Inside Sales Representative

- Quote and/or Data Entry orders as submitted by builders, contractors & customers
- Track and Release ordered material as needed by multiple Multifamily Projects
- Verify all paperwork is processed in the system as material is delivered to job site
- Meet deadlines and price points as submitted by the Outside Sales team

Aug 2014 – Jan 2015 D.R. Photographics Littleton, CO

Data Entry Clerk and Packaging

- Data Entry of Picture Day orders, Online Order errors and late orders
- Quality check photo product for retouching and color correction
- Packaging and Shipping photographs to schools and homes

Dec 2013 – May 2014 Injury Solutions Greenwood Village, CO

New Patient Intake Coordinator

- Answer incoming patient calls and route to appropriate parties, email messages as needed.
- Intake/scheduling new patient evaluations and pre-procedure consultations.
- Check-in patients and collect copays. Insurance verifications. EMR scan and index

May 2013 – Nov 2013 EMSI Branch Office #038 Greenwood Village, CO

Customer Service and Dispatch

- Handle incoming customer service calls
- Billing reconciliation, printing, faxing and scanning
- Managed 19 independent paramedical examiners outside of Denver Metro Area

Feb 2009 – Jan 2013 Mohave Mental Health Clinic, Inc. Lake Havasu City, AZ

Administrative Support

- Managed multiple practitioners' clerical needs, EMR scanning and indexing
- Scheduled appointments, check in/out, collected co-pays, wait list maintenance
- Medicaid/Medicare prior authorization, insurance verification, mail room sorting
- Knowledgeable of HIPAA, Medicare and Medicaid standards of care

Education

8/2012-5/2013 Mohave Community College Lake Havasu City, AZ
8/2013-5/2016 Arapahoe Community College Littleton, CO