

**Debra Lewis**  
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**Denver, CO 80227**  
**(720) 557-0111**

**Company Confidential (HVAC) - Lakewood, CO 09/2019 - 6/2021**

- Open and close of business
- Answered phones and forwarded the information to the appropriate parties
- Received equipment and parts and staged the items for upcoming jobs
- Filed warranty information on equipment with the manufacturer and forwarded information to the customer
- Handled Xcel rebates
- Scheduled appointments for annual maintenance, emergencies and installations
- Utilized House Calls for scheduling and confirming upcoming appointments
- Tracked down speciality parts for repairs in the field and made sure the process was completed to received the appropriate reimbursement
- Kept track of and scheduled inspections and followed through with the outcome
- Administrative tasks

**HMG - Englewood, CO 04/2018 - 3/2019**

- Open and close of business
- Handled all of the duties associated with checking in and checking out patients
- Good communication skills with patients, doctors, medical assistants and other outside entities such as pharmacies and specialists
- Insurance eligibility
- Collected payments and reconciled the end of day transactions
- Made bank deposit at the end of the week
- Handled all incoming faxes and made sure they were tasked out to the personnel and filed them appropriately

**Provident Healthcare - Englewood, CO 03/2016 to 4/2018 (Company is Closing)**

- Possess pleasant personality with excellent telephone etiquette
- Knowledge of handling general administrative and clerical tasks
- Excellent monitoring, organizational and supervisory skills
- Skilled in handling multiple tasks and work under pressure
- Perform the tasks of greeting patients and scheduling appointments
- Responsible for handling and managing continuous flow of information in the health care center
- Maintain medical forms for front desk
- Schedule and register new patients
- Responsible for checking and verifying accuracy of medical records
- Responsible for all incoming faxes and forwarding those to the correct personnel
- Run eligibility for insurance on each patient
- Answer the medical assist line
- Collect payments and reconcile at the end of day
- Assist Clinic Supervisor and Doctors as needed

**Air Force Filter - Denver, CO - 2/2014 to 2/2016**

- Provided customer support, quotes, phones and managed the will call counter
- Billing and Accounts Receivable
- Managed order entry, pulling of orders and shipping and receiving
- Reconciled Work In Progress Weekly
- Purchasing
- Interacted with the fabrication department to fulfill customer needs
- Open and closed the business
- Interact with Air Force Filters largest customers, making sure their purchasing and shipping needs were on schedule and the accounts reconciled

**KNS Communications - Lakewood, CO - 3/2009 to 10/2013**

Started this position as Administrative/Customer Service/Purchasing/Receptionist)

- Purchase orders to vendors for small and million dollar projects
- Assist sales and engineering with pricing and sourcing for equipment
- Resourcing new vendors for new products and improved pricing/delivery on existing products and maintaining vendor relations
- Additional responsibilities were to inspect equipment after it had been received, compare equipment received to project bill of materials and when ready ship domestic or internationally
- Strong interaction with the service/installation departments to make sure we are on schedule
- Completed invoicing compared it to the purchase and labor involved in the BOM and forwarded to finance for approval
- As a result of good customer interaction, I assisted in collections for the Accounting Department
- Strong customer interaction in order to troubleshoot their needs and either handle or pass on to the appropriate person
- Additional duties were to support all team members, back up receptionist, travel coordinator for both domestic and international travel, assisted different departments with project coordination

**ICA - Englewood, CO - 1/2003 to 6/2008**

- Set up jobs administratively
- Interfaced with subcontractors
- Responsible for coordinating the on-call staff
- Instrumental in resolving major roofing issues in Colorado Spring to renew Contractor's license
- Managed all cell phones for the company and maintained the company fleet
- Supported Project Manager's and the Production staff and also the Vice President and President with correspondence and daily tasking
- I was on call 24/7 for emergency services, coordinating personnel to attend an emergency and following it through from start to finish
- I was the main liaison for the City of Denver's Emergency Services Contract and managed the Accounts Receivable for the Denver Board Up Contract

**Steve Klein & Associates - Lakewood, CO - 8/1998 to 1/2003**

- Handled administrative and support functions for a 168 unit residential complex and participated in all related work
- Participated in the hiring and terminating of employees for the company
- Interacted with subcontractors
- Accounts receivable
- Accounts payable
- Payroll
- Computer network management
- Non-related functions such as stock market analysis and administrative support for the CEO

**Golden Technology Corporation - Golden, CO - 1/1994 to 7/1997**

- I provided comprehensive administrative and logistical support for a group of eleven people.
- In addition, I performed non-related functions; processing security clearances and, trouble-shooting computer problems
- Field support including customer visitations, company travel domestic and international and every aspect that involved
- Video-taping, preparation of promotional materials and multi-media development

*Had previous work experience*

**Education**

Lasell Junior College - Associates Degree

Timberlane High School Graduate