

Hayley A. Brown

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Education:

Northglenn High School Northglenn, CO
Diploma

May 2009

Everest College Denver, CO
Medical Assistant

February 2013

Skills and Training:

Excellent written communication	Expert People/Customer Service
Excellent verbal communication	Front Desk Coordination
Computer Skills	Intermediate Microsoft Excel
Intermediate Microsoft Outlook Typing Speed of 50+ WPM	Intermediate Microsoft Word CPR Certified
OSHA Certified	HIPPA Certified

Employment Experience:

Customer Care

2015 – 2016

Alliance Data Westminster, CO

- Answered incoming calls regarding new accounts for cardholder applying for in store credit cards
- Contacted credit bureaus, ran credit checks, and approved applications for credit cards

Medical Assistant

2014

Denver Vascular Care Center Denver, CO

- Assisted vascular surgeon with surgery scheduling, medical billing and coding, payments, inventory, and vitals on patients
- Necessary skills included great patient relations, knowledge of medical processes and terminology, multitasking
- Occasional travel to Swedish Medical Center

Complaint Advocate 2012 – 2013

Urban Lending Solutions Broomfield, CO

- Handled escalated complaints for Bank of America
- Researched accounts and applications to conclude on the issue.
- Answered phone calls regarding complaints, performed follow up calls to ensure customer satisfaction.
- Wrote and distributed response letters.
- This job necessitated proper grammar and punctuation, customer service skills, and superb oral/written communication skills.

Technical Support Associate

2011 – 2012

CCI/ IBM Boulder, CO

- Seasonal position

- Responsible for completing assigned technical tasks for the Intuit account at IBM
- Answered phone calls regarding questions about the 2011-2012 TurboTax software
- Extensive hardware and software knowledge, as well as tax knowledge

Health Outreach Specialist

2011

Aerotek/ Wellpoint Denver, CO

- Made calls for members with Anthem Blue Cross and Blue Shield regarding additional wellness benefits in their health plans.
- Discussed additional health plan options and questions/ concerns with current coverage
- Enrolled clients in wellness benefits (i.e. Access to Registered Nurses, Dieticians, Pharmacists and other health specialists) based on specific qualifying medical diagnoses and conditions

Externships:

North Denver Neck and Back Pain Clinic

150 Hour Externship

- Assisted the doctor's with several tasks including front desk work (i.e. filing, faxing, appointment scheduling, answering phone calls, and organizing.)
- Main duties included; vital signs, B-12 injections, blood draws for allergy testing, and vibratory massage before Chiropractic adjustments

Front Range Primary Care

50 Hour Externship

- Primary duties included: Vitals, EKG, blood draws, injections, autoclave and cleaning instruments
- Assisted doctor with minor office surgery, urinalysis, throat cultures, and room patients

References are available upon request