

Heather Aydelotte

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#readytowork

Willing to relocate: Anywhere

Work Experience

Senior Retail Logistics Clerk

Fosdick Fulfillment - Reno, NV

August 2019 to May 2020

Maintaining responsibility in a clerical position, involving frequent exercise of independent judgment and initiative.

- Prepare outbound shipping documents such as BOL, labels, GS1-128, GIN TIN, ETC.
- Greeting Driver's ensuring all paperwork is in order and coincides with shipment
- Ships out all product for the day within computer systems
- Maintains current routing guides for use and communicates any changes to the routing guide with warehouses
- Works closely External Client and Warehouse personnel
- Communicates new Trading Partner data/information changes to warehouses
- Maintains clear, concise and accurately documented communications with clients and/or Trading Partners
- General Administrative duties
- Performs related work as required
- Microsoft Office, very well-versed in excel
- Excellent math skills
- Time Management
- The ability to communicate effectively
- Read/understand/complete necessary forms and paperwork correctly and accurately
- Ability to lift/carry up to 40 pounds
- Ability to bend at waist and/or knees to retrieve/pick-up items

Communications Coordinator

Aircare International - Tacoma, WA

January 2019 to May 2019

Prepare content for clients using web based information not limited to but including the company website, blog, brochures, and newsletter. Monitor the company's active service requests in a timely manner. Make sure that all communications and marketing materials meet the company's brand strategy. Utilized various computer programs, was able to identify and resolve any issues with content in a timely and professional manner. Serve as point of contact for access and public questions.

Customer Experience Specialist

AAFES

September 2018 to May 2019

Customer Experience Associate

Prepares for customer inquiries by studying products, services, and customer service processes. Responds to customer inquiries by understanding inquiry; reviewing previous inquiries and responses; gathering and researching information; assembling and forwarding information; verifying customer's understanding of information and answer. Records customer inquiries by documenting inquiry and response of requests for suppliers. Improves quality service by recommending improved processes; identifying new product and service applications. Updates job knowledge by participating in educational opportunities. Accomplishes customer service and organization mission by completing related results as needed.

Patient Scheduler/Coordinator/Front Office Receptionist

Laguna Physical Therapy and Hand Rehabilitation - Elk Grove, CA

April 2016 to February 2018

Customer service, patient information retention, patient coordination, referral and benefits authorizations, billing inquiries, multi-line phones, maintaining records, data entry, 10-key, money handling, customer relations, problem solving, maintaining employee information, assisted daily functions of office, scheduling, worked with a variety of insurance companies, protected confidentiality, interacted on behalf of owner and utilized office equipment.

Concierge Representative

Blue Shield of California

September 2014 to April 2016

Assist members with insurance/benefit questions, well versed in the appropriate employer groups, specific products, programs, services, network and health management programs to assist, strong customer service experience (especially with phone correspondence) and a proven ability to meet performance standards, strong organizational skills.

Caregiver/Personal Assistant

Bradley Henderson

September 2007 to September 2014

Assist with walking and light exercise, plan and prepare meals, followed by cleanup, monitor food expiration dates, make future meals, make beds and change linens, light housekeeping to include dusting and vacuuming, assist with bathing, dressing and grooming, laundry and ironing, take out garbage, run errands (pick up prescriptions, dry cleaning), engage in physical and mental exercises, provide medication reminders, escort on appointments (hair salon, physical therapy, etc.), maintain calendar and organize mail, engage in activities (games, memory books), companionship, record daily care notes, report any significant client changes to the Agency office.

Patient Care Coordinator

The Doctors' Clinic - Spokane, WA

September 2013 to April 2014

Customer service, patient scheduling, patient information retention, patient coordination, referral and benefits authorizations, billing inquiries, multi-line phones, maintaining records, data entry,

10-key, money handling, customer relations, problem solving, maintaining employee information, assisted daily functions of office, scheduling, worked with a variety of insurance companies, protected confidentiality, interacted on behalf of owner and utilized office equipment.

Owner/Operator

Sugar Skulls Beauty Bar

February 2010 to December 2012

Provided quality service to clients starting from the moment they walked through the door, managed employees, payroll, maintaining records, data entry, 10-key, instituted business systems, networking, money handling, banking, customer relations, problem solving, maintaining employee information, assisted daily functions of salon, cleaning, ordering supplies, scheduling, travel arrangements, shipping and receiving, protected confidentiality, interacted on behalf of clients/employees and utilized office equipment.

Office Manager

Total Control Training Institute, Inc

August 2006 to August 2007

Customer service, multi-line phones, maintaining records, data entry, 10-key, instituted business systems, networking, money handling, banking, customer relations, problem solving, maintaining employee information, assisted daily functions of business, scheduling, travel arrangements, shipping and receiving, protected confidentiality, interacted on behalf of owner and utilized office equipment.

Corporate Administrative Assistant

OZ Fitness, Inc

August 2005 to August 2006

Assistant/Assistant

Op. Manager

Customer service, multi-line phones, maintaining records, data entry, 10-key, money handling, banking, customer relations, problem solving, maintaining employee information, assisted daily functions of health club, scheduling, travel arrangements, shipping and receiving, protected confidentiality, interacted on behalf of owner and utilized office equipment.

Authorizations and Benefits Coordinator

El Dorado Physical Therapy & Associates Customer

August 2003 to May 2005

Customer service, multi-line phones, maintaining records, data entry, 10-key, money handling, customer relations, problem solving, maintaining employee information, assisted daily functions of office, scheduling, worked with a variety of insurance companies, protected confidentiality, interacted on behalf of owner and utilized office equipment.

Receptionist

Oxarc, Inc

August 2001 to January 2003

Customer service, multi-line phones, maintaining records, data entry, 10-key, money handling, worked with several locations, customer relations, problem solving, assisted daily functions of corporation, shipping and receiving, protected confidentiality, interacted on behalf of owner and utilized office equipment.

Receptionist/Service Cashier

Family Auto Center

May 1997 to May 2001

Customer service, multi-line phones, maintaining records, data entry, 10-key, money handling, customer relations, problem solving, assisted daily functions of corporation, shipping and receiving, protected confidentiality, interacted on behalf of owner and utilized office equipment.

Education

High school diploma

Total Cosmetology Training Center - Spokane, WA

High school diploma

Diamond Springs Christian School - Diamond Springs, CA

Skills

- Marketing (10+ years)
- Microsoft Office (10+ years)
- Social Media Marketing (10+ years)
- Microsoft Excel (5 years)
- Communications (10+ years)
- Microsoft Word (10+ years)
- retail sales (3 years)
- Indesign
- Photography
- Excel
- Microsoft Powerpoint
- Microsoft Outlook (7 years)
- 10 Key Data Entry (10+ years)
- Multi-line Phone Systems (10+ years)
- Personal Assistant Experience (10+ years)
- 10 Key Data Entry (10+ years)
- Multi-line Phone Systems (10+ years)
- Personal Assistant Experience (10+ years)
- Medical Billing (5 years)
- Medical Coding (2 years)
- Blogging
- Clerical Experience (10+ years)
- Event Planning (10+ years)
- Medical Scheduling (10+ years)
- Office Administration (5 years)
- Insurance Verification (10+ years)
- Process Improvement Organizational Skills -- Highly Proficient May 2019 Measures a candidate's ability to arrange and manage files or records using a set of rules. Full results: <https://share.indeedassessments.com/share>

- to
- profile/296719ea19f581b95af2a84f183390baeed53dc074545cb7 Administrative Assistant -- Proficient August 2019 Using basic scheduling, attention to detail, and organizational skills in an office setting. Full results: [https://share.indeedassessments.com/ share](https://share.indeedassessments.com/share)
- to
- profile/265f6af28e8ed817c21827b95d84eb43 Administrative Assistant -- Highly Proficient August 2019 Using basic scheduling, attention to detail, and organizational skills in an office setting. Full results: [https://share.indeedassessments.com/ share](https://share.indeedassessments.com/share)
- to
- profile/87332db6e3a7e185794c9dbb86e9b77beed53dc074545cb7 Personality: Customer Service Fit -- Proficient August 2019 Assesses personality traits that result in high-quality customer service. Full results: [https://share.indeedassessments.com/ share](https://share.indeedassessments.com/share)
- to
- profile/02397a9b9427c9be5bb6223358cda6f5eed53dc074545cb7 Customer Focus & Orientation -- Highly Proficient June 2019 Responding to customer situations with sensitivity. Full results: [https://share.indeedassessments.com/ share](https://share.indeedassessments.com/share)
- to
- profile/654834f432ad1890449b64face444e0aead53dc074545cb7 Working with MS Word Documents (Intermediate) -- Completed May 2019 Intermediate Word techniques, including the use of formatting, Track Changes, and Comments. Full results: [https://share.indeedassessments.com/ share](https://share.indeedassessments.com/share)
- to
- profile/8a6e3494f08aa7e3ba0cad18434b4e31eed53dc074545cb7 Scheduling -- Highly Proficient May 2019 Cross-referencing agendas and itineraries to avoid scheduling conflicts. Full results: [https://share.indeedassessments.com/ share](https://share.indeedassessments.com/share)
- to
- profile/61107a5ea2c1e07f6ee536b9c2db8709eed53dc074545cb7 Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.
- Accounts Receivable
- CPT Coding (2 years)
- Office Management
- Adobe Photoshop
- Medical Records (3 years)
- ICD-10
- QuickBooks
- HIPAA
- Medical Terminology
- ICD-9
- Management
- Social Media Management
- Medical Office Experience
- EMR Systems
- Anatomy Knowledge
- Search Engine Optimization (SEO)
- Phone Etiquette
- Accounting
- Computer Skills (10+ years)
- Analysis Skills (10+ years)

