

Isabel Gonzales

Houston, TX 77009

isabelgonzales56_san@indeedemail.com

832-367-3835

Professional Summary

I am seeking a position in Clerical and Administration where I can utilize my education and experience, with opportunity for advancement.

Work Experience

Packing Coordinator

Secure Global logistics-Houston, TX

October 2022 to Present

- Following all work instructions as outlined in customer specific SOP or Work Process.
- Following all work instructions as outlined in department specific SOP(s).
- Processing PO's including EDI uploads and manual entry a required.
- Arrangement of pickups as requested by customer.
- Data validation of all MR's for assigned accounts and working with the receiving department for processing of corrections.
- Quality Control processing of all MR's with any QC issues until resolved and ready for shipment.
- Issuance of authorizations to pack based on customer specific SOP or Work Process.
- Validation of completed authorizations to pack once completed by crating department.
- Coordination of shipments with the operations department, i.e. air, ocean, domestic, crating, or shipping and receiving as required.
- C2C Software Knowledge.
- Issuance of any required reports as requested by customer or based on SOP or Work Process.
- Timely communication with customers per customer specific SOP or Work Process.

Administrative Assistant/Lead

Industrial Piping Specialist-Houston, TX

November 2018 to May 2020

- Responsible for handing out assignments.
- Shipping and receiving knowledge.
- Packing Orders process for dispatch of freight pick up.
- Clerical work such as filing, scanning, and email etc.
- Contact Vendors and customers for follow-ups.
- Required to process internal transfers throughout company.
- Responsible for creating B.O.L

Receptionist/Patient Coordinator

Texas Managerial Medical Service-Houston, TX
March 2014 to April 2017

- Checking patients in and out
- Scheduling/confirming Patient Appointment
- Verified Insurance Both government and commercial.
- Entering patient Demographic into EMR
- Collect Co-Pay and Deductibles
- Performed Clerical work such as scanning, faxing, and email, etc.
- Answer multi phone lines and direct to appropriate parties.
- Explained to patients about their billing inquiries.
- Print Operative Reports from fusion.

Administrative Assistant/Clerical

Premier Adjusters Inc.
October 2012 to February 2013

- Data Entry
- Mileage Quotes
- Performed clerical work such as faxing, filing, emailing, and printing etc.
- Answer Multi phone lines and direct to appropriate parties.
- Used Microsoft Outlook and Excel daily.
- Responsible for receiving payments.

Customer Service E-Cardio Diagnostics-Houston, TX
February 2008 to May 2010

- Verified Insurance both commercial and government.
- A/R File Clerk
- Electronic File
- Monitored and updated patient's demographic into EMR
- Mailed Statements
- Mailed Medicare Secondary Statements
- Retrieved prior authorization

Customer Service

Hughes Finance-Houston, TX
August 2005 to June 2006

- Responsible for collections on loans
- Customer Service
- Managed Loans
- Process Credit Reports (over 200)
- Letter to debtors (over 700)
- Supervised Cash disbursements (total 1,000 monthly)

Education

Northwest Educational Center-Houston, TX

January 2012 to December 2012

Academy of Health Care Professional-Houston, TX

January 2007 to December 2007

North Loop Medical Management (Externship)

Skills

- Loans
- Customer Service
- Transfer
- Credit Management
- C2C Software Knowledge.
- Electronic Files
- Word Processing
- Workflow
- Lotus
- ICD-9
- HCPS
- Centricity
- Microsoft Excel
- Electronic Medical Record Management
- Navinet
- Microsoft Outlook
- Data Entry
- Availity
- Insurance Verification
- Freight Experience
- Medi-Soft
- Logistics
- SOP
- E-Clinical
- Payment Processing
- Microsoft Word
- MTR'S
- B.O.L.
- P.O. Processing
- Record Management
- Collections
- CPT
- Allscript

- Prelude