

# JOANNA CARTER

## **Administration Assistant**

Fort Collins, CO  
joannagragg92@gmail.com  
515-499-5991

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Administrative Assistant with over 4 years of experience, who have a very wide range of skills that helps me adapt and succeed in many different situations.

Authorized to work in the US for any employer

## **WORK EXPERIENCE**

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### **HR Coordinator**

**BH Management Services, LLC** - Des Moines, IA  
December 2019 to Present

- HRIS data entry and employee file audit and maintenance; creates and analyzes reports for the HR functions. Including daily reports to other departments ensuring accurate employee status for status changes.
  - Distributes incoming department mail and processes department invoices for payment; Invoice tracking and reconciliation of department credit card statements.
  - Response to agency requests including unemployment, medical, garnishment and medical orders, and other agencies as needed.
  - Making sure all Managers/ HRBP are aware of the new candidate's first-day arrival.
  - Assist Recruiting team with candidate information including scheduling as needed.
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### **Administrative Assistant/Receptionist**

**Dent Eliminators** - Urbandale, IA  
July 2018 to December 2019

- Maintain calendar and set-up scheduled appointments. Perform other clerical receptionist duties such as greeted all clients and visitors, answering phones, filing, and coordinate with dealerships for pick up and deliveries
  - Work directly with bookkeeper /accountant to complete payroll, monthly statements, data entries, and payables/ receivables invoices
  - Receive payments and apply it to the right invoice
  - Order shop supplies/ parts for vehicle repairs and keep inventory stock
  - Work with insurance companies to get paid for supplements claims
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### **Billing/ Accounts Receivable Coordinator**

**Child Serve** - Johnston, IA  
May 2017 to July 2018

- Apply payments and adjustments for all bills
  - Review insurance payments to verify insurance companies are paying according to their fee schedules
  - Perform various collection actions including, contacting patients by phone, set up payment plans and send out monthly statements
  - Review and assist in appealing unpaid claims and help resolve payment discrepancies
  - Verify insurance eligibility and completes medical pre-authorizations
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### **Patient Account Specialist/ Receptionist**

**UnityPoint Health** - Des Moines, IA

February 2016 to May 2017

- Schedule appointment with patients
  - Maintaining patients files and orders and update insurance as needed
  - Answers inquiries by phone regarding past due accounts and insurance payments
  - Contacts responsible party to resolve account payment issues
  - Composes and types routine correspondence, memos, letters, etc.
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### **Operations Associate**

**Midwest Heritage Bank** - Windsor Heights, IA

October 2014 to February 2016

- Deposit /withdraw checks and cash when needed
  - Maintain acceptable cash flow and short accounts according to bank policy
  - Balance and replenished ATMs, coin machines, and credit card cash advance machine as needed
  - Managed hundreds of accounts while working directly with financial management
  - Prepares currency transaction reports for accountant
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### **Manager**

**Palmers' Deli and Market** - Ankeny, IA

June 2012 to October 2014

- Took responsibility for the business performance of the restaurant during my shift
  - Handling administration and paperwork while keeping financial records
  - Recruiting, training and supervising staff
  - Handling customer inquiries and complaints
  - Managed inventory by checking stock levels and ordering supplies
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## **EDUCATION**

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### **High school**

**Ankeny High School** - Ankeny, IA

May 2011

## SKILLS

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- QuickBooks (1 year)
- Microsoft Office (4 years)
- 10 key pad (4 years)
- Outlook (4 years)
- Accounts Receivable (2 years)
- Payroll (1 year)
- Receptionist (4 years)
- Data Entry (4 years)
- CCC One (1 year)