

Joni L. Pena, BS HCM

1390 S. Ammons St., Lakewood, CO 80232, 303.949.0094

jlepena@aim.com

Good Day,

Recently I learned through a job posting that there is a position available that fits my listed qualifications and I would like to submit my resume for consideration.

As you will see on my attached resume, I have exceptional executive level administrative skills and the ability to successfully handle multiple responsibilities at once. I offer your department over twenty years of administrative, supervisory and managerial experience from small business office management to federal level administration including compliance processes as well as small construction management when I assisted my husband with his small construction business.

I have a strong desire to contribute my education, experience and energy to become part of your professional team. I received my Associates degree in Medical Coding and Billing in May 2012 and achieved my Bachelors' degree in Health Care Management in June 2014 graduating Magna Cum Laude. Both degrees are from Colorado Technical University.

My past employment as a contractor with the Federal government and property management agency afforded me the opportunity to obtain specific certifications as well as initiate compliance and adherence to local, state and federal regulations for both employers. These certifications carried continuing college education credits.

I am a very conscientious individual. I pay close attention to detail and believe that being punctual as well as reliable is a vital part of being a professional. I am confident that my professional experience, customer service experience along with my education within the medical health industry will contribute to the success of your business.

Thank you for your time and consideration. Please feel free to contact me should you have any questions or to schedule an interview. I look forward to meeting you and the possibility of becoming a key member of your team!

Sincerely,

Joni L. Pena

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Lakewood, CO 80232

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PROFESSIONAL SKILLS SUMMARY

Excellent Customer Service	Office Administration/Management
Medical Terminology	Accounting (Payables/Receivable's)
Property Management	Case Management
Microsoft Office Products	Kronos Experience
Collections	COGNOS Experience
Taleo Experience	HealthNet Experience
Supervisor/Management Experience	Medical Credentialing

EDUCATION

Pikes Peak Community College, GED, Colorado Springs CO, 1981

Associate of Arts, Medical Coding & Billing, Colorado Technical University, 2012

Bachelor of Science with Honors, Healthcare Management, Colorado Technical University, 2014

CURRENT EMPLOYER

SODEXO – St. Anthony Hospital – Centralized PBX Operator for eight Centura Hospitals in CO & KS,
January 2021 to October 2021

*Answer phones and direct patient / provider calls

KAISER PERMANENTE EMPLOYMENT HISTORY – January 2012 – November 2018

Project Coordinator, Franklin & Lone Tree Kaiser Ambulatory Surgery Center

Project Coordinator, HPSA Operations Support Services

Regional Administrative Assistant, Medical Imaging, Kaiser Permanente

Administrative Assistant, Appointment & Advice Call Center

Customer Service Representative, MSCC Lowry for NCAL & SCAL

*Duties included administrative work helping management arrange meetings for both employees and upper management, logistics, coordinating vendors

*Ordering supplies and maintaining supplies so the employees could perform their jobs

*Maintain employee files

*Answer phones and return calls and correspondence

*Perform research for projects

*Make sure all department equipment was maintained

PREVIOUS EMPLOYMENT HISTORY

Bakery Department, Safeway

July 2010 to January 2012

Service Desk Associate, Home Depot

July 2008 to July 2009

Homeowner Association Property Manager, CNI Property Administration & Maintenance

June 2001 to December 2007

Front Desk Supervisor, North Washington Family Practice
March 2000 to May 2001

Section 8 & Public Housing, Professional Contractor, US Department of Housing & Urban
Development, March 1989 to December 1999

Kaiser Permanente Professional References

Don Rueschhoff

Regional Administrator, Medical Imaging

Kaiser Permanente

2045 Franklin Street

Denver, CO 80205

303.764.4807 (office)

don.rueschhoff@kp.org

Derrick Washington

Manager of Customer Care

Customer Experience Department

Kaiser Permanente

Waterpark I

2500 S. Havana

Denver, CO 80014

303.283.2875 (office)

Other Professional References

Juan Gonzales

Former Owner

CNI Property Administration & Maintenance

Denver, CO

720.300.4004

Israel Estrada

Supervisor, Service Desk

Home Depot

303.472.4064
