

Karen Contreras

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Bilingual Medical Administrative Assistant with a passion for patient care, I have over 10 years in customer care, and administrative background. Honest and hard working; learns new tasks quickly and effectively with a proven record of dependability, punctuality, and applies innovative problem-solving techniques to various situations. Great multitasker with a wide-range of medical office experience, including customer service, administration, filing, Microsoft Word, Excel, emails, and special data input.

Education and Certifications

Medical Administrative Assistant Certification - Penn Foster
CrossPurpose Career and Community Development Program
HIPAA Certification

Jan 2021 - Apr 2021
Nov 2020 - Apr 2021

Professional Experience

Administrative Assistant/ Customer Care | Hardware Specialty's | Denver, CO.

Apr 2019-Aug 2019

- Provided information on rates, sales, & marketing
- Input data and compiled information for special database
- Worked as a team member with sales, assisting in daily operations

Administrative Assistant | Mental Health Center of Denver | Denver, CO

Feb 2018-Apr 2018

- Answered variety of calls route them to accurate personnel or departments
- Provided translation services when needed
- Researched and responded to customers inquire input data into specialized databases.
- Handled and directed customer complaints
- Researched and responded to customer inquiries.
- Provided clients with resources for supportive senders.
- Maintained HIPAA rights to clients and staff
- Operated switchboard to answer multiple phone lines and route them to accurate personnel.
- Handled inbound & outbound calls

Customer Service/Receptionist | Volunteer of America | Denver, CO.

Dec 2017-Jul 2018

- Answered phone lines and distribute accurate messages
- Provided timely feedback to management regarding service failures and customer concerns
- Able to type 45 wpm to create business correspondence
- Responsible for intake duties & documentation of daily reports as required
- Helped to troubleshoot customer concerns & complaints & determine appropriate actions
- Checked-in and discharged guests

Bilingual Supervisor | The Perfectionist | Phoenix, AZ

Apr 2005-Jul 2006

- Provided translation services in English & Spanish to disperse information to customers and staff.
- Determined accuracy of concerns & complaints determine appropriate actions.
- Provided information on rates, sales, and marketing.
- Effectively handled customers' concerns daily to ensure customer satisfaction

Various Positions | Express Employment | Denver, CO

Aug 2004 - Present