

**KAROLINA SANCHEZ**  
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**NORTHGLENN Co. 80233**  
**(720) 692-0245**

## **Objective**

To use acquired computer and customer service skills toward the present and future advancement in a growing company.

## **Skills**

Proficient in Windows applications, Excel, Word, Office. Over 24 years in customer service and multi-tasking in a fast paced environment while providing resolutions to customers in a timely manner.

## **Experience**

### **Housekeeping Supervisor**

June 2016 to Present Sodexo Westminster Co.

- Ensure sanitation throughout the hospital.
- Assign duties, inspect employees work and investigate any complaints regarding housekeeping services provided.
- Train new employees.

### **IT Helpdesk Supervisor**

January 2011 to September 2014 Pearson ECollege Denver Co.

- Providing customer service to instructors and students for Universities that offer online courses.
- Troubleshooting between different browsers to offer the best user-friendly support for students to complete the on-line courses assignment and exams.
- Providing technical leadership to professors/instructors/students on projects from the beginning to end.

### **Billing Coordinator**

April 2006 to December 2010 North Denver Imaging Thornton Co.

- Working directly with insurance companies and patients to ensure proper patient claims are submitted and paid in a timely fashion.
- Obtain authorization from patients health insurance prior to patient procedures and explain these benefits to the patients along with any co-pays or deductibles.
- Adjust patient claims according to the EOB (exclamation of benefits).

## **Account Associate**

July 1995 to February 2006 Centrobe Louisville Co.

- Liaison between magazine publisher and Centrobe.
- Interpret client needs in order to ensure quality.
- Meet daily deadlines for production schedules.