

Kayla McKinney

Medical Coding graduate

North Saint Paul, MN
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I am interested in healthcare and medical coding
Authorized to work in the US for any employer

WORK EXPERIENCE

Customer Service Representative

LTCG - Woodbury, MN - July 2015 to Present

Responsibilities

Taking inbound calls about long term care insurance. Typing notes into the system. Using outlook email and instant messaging to talk to other employees.

Accomplishments

Giving excellent customer service

Skills Used

Phones, customer service, typing, answering complex questions, email

Caregiver

White Pines - Mendota Heights, MN - May 2015 to September 2015

Responsibilities

Doing ADL's with residents, bathing, feeding, grooming, interacting with residents, cleaning rooms and taking out trash, help with preparing meals, document information on residents.

Skills Used

Fast learning. knowledge of caregiving.

Crew Member

Mcdonalds - Mendota Heights, MN - September 2012 to May 2013

Responsibilities

Taking orders on front cash register, taking cash and credit card payments, preparing, Cooking and assembling food, stocking freezers and shelves, cleaning lobby and behind counter, taking orders in drive thru

Accomplishments

I kept up at a fast pace, helped new coworkers learn, gave excellent customer service

Skills Used

Customer service, cooking, leadership, responsibility, cash register

Assembly

Travel Tags, Inc. - Inver Grove Heights, MN - March 2012 to September 2012

Responsibilities

Assembling gift cards in numerical order, quality checking gift cards, sending gift cards through plastic wrap machines, putting gift cards in boxes and placing on pallets to be shipped.

Accomplishments

Working on fastest machine on my second day of work

Skills Used

Assembly, hand dexterity, speediness, eye for detail

customer service representative

i c system - Vadnais Heights, MN - September 2010 to March 2012

Responsibilities

Taking inbound calls regarding electricity service. Taking payments over the phone. Skiptracing accounts. Typing notes into the computer

Accomplishments

being top skiptacer every week.

Skills Used

Customer service, accuracy, computer knowledge.

EDUCATION

Medical Coding Diploma in Medical Coding

Saint Paul College - Saint Paul, MN

2013 to 2015

SKILLS

ICD 9, ICD 10, CPT, Anatomy/Physiology, Medical terminology, Typing 35+ wpm, Computer navigation, Procentive, Customer Service