

LISA SMITH  
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### Summary of Qualifications

Detailed-oriented, multi-tasked administrative professional recognized for accuracy and integrity, quick, dependability and adaptability, ability to work well in a team setting as well as independently, excellent communication and interpersonal skills, proficient in Microsoft Word and Excel. Quick to absorb, retain, and implement new information and procedures. Competent in handling a wide range of administrative functions, consistent in producing top-quality work, with a proactive, and take-charge professional with over a decade of success providing administrative support to senior managers. Working effectively in a fast-paced environment and consistently prioritizing tasks and meeting deadlines.

### Key Skills

- Exemplary investigative and observation skills that help detect errors quickly
- Meticulous attention to detail
- Results focused and commitment to excellence
- Strong compliance and process background
- Capability of drafting reports and presenting vital information comprehensively

### Work Experience:

#### Enrollment Auditor / Military Student Coordinator

Kaplan University, Ft. Lauderdale, FL. January 2008 – August 2013

Responsible to collect and examine essential documents for accuracy, completeness and compliance with company and legal policy, ensuring admissions staff is following protocol and submitting student files correctly and accurately, responsible to identify fraudulent activities, documents, and processes to be reported to senior management. Data processing of returning students in the enrollment process, maintaining reports and following up on student's ability to start classes.

#### Patient Coordinator

Physiotherapy Associates, Weston, FL. November 2006 – December 2007

Communicating with patients i.e. clearly explaining the clinics practices for insurance, co- payments, and scheduling appointments. Calling insurance companies before each patient's initial visit to verify their benefits, meeting with patients on their first visit to assure all necessary paperwork is completed before treatment begins, collecting patients' co-payment each office visit. Reminding patients as necessary the clinic's policy insurance coverage, assuring compliance with Federal/Medicare guidelines and company compliance policies, collecting of patients' co- payments, deductibles, etc. Responsible for bank deposits. Assuring accurate patient scheduling i.e. thoroughness, accuracy, volume, and follow-through of responsibilities. Assuring accurate and timely data entry, provided administrative support to the Physicians and Patients. Handled ordering of all supplies.

#### Company Partner/Owner

Permits in Motion, Inc, Coral Springs, FL. October 2005 – November 2006

Maintained client files and customer accounts, submit applications to city building departments, pickup approved permit applications and permit cards, correct and resubmit denied permit applications, submit any revisions to the applications and handle all customer and client relations, directed daily operations of the company on accounts receivable and payable, payroll, expense accounts, petty cash, daily deposits, maintained accurate records of travel expenses within budget allowance, assist with all the marketing associated with the permitting business, and assist in establishing new clients, handled all Notarization of documents as Registered Notary

#### Office Assistant

Swimming Pools by Ike Jr, Inc – Coral Springs, FL February 2002 - February/2006

Responsible for dispatching 20 plus subcontractors, entire permitting process, customer service, scheduling all stages of pool construction, ordering office supplies, accounts receivables and payable of pool service and maintenance. Maintained all office supplies. Shipped all outgoing FedEx letters. Training and managing all new employees. Implementing new strategies for efficiency.

#### Pricing Coordinator

Publix Supermarket – Covington/Loganville, GA. October 1998 – January 2002

Biweekly changing of price tags throughout the entire grocery side of the store Conducting completion of plan-o-grams and rotation station. Responsible for all grocery display signage. Routine price verification in store as well as local competitors. Responsible for all discontinued items to be removed from shelving, displayed for sale with accurate price reduction. Ensuring minimal Publix Promises, Training and scheduling of new associates. Conducting Inventory reports for P&L

#### Office Staff

Publix Supermarket – Covington, GA November 1996 - October1998

Daily duties involve running the back office, which included: Daily deposits, counting, balancing, setting up and issuing of all cashier tills, payroll, employee scheduling, balancing of the safe, handling of all bad checks, all incoming and outgoing mail, ordering of change, handling all paper work and money exchanges associated with Loomis, ordering of all accounting supplies, all time clock edits, maintaining of cash pans, completing, printing and submitting of all financial reports, including end of night sales, ongoing sales reports, cashiers' sales reports and front office sales reports. In addition to back office duties also managed all front service personnel consisting of approximately 22 associates, answering phones, customer service, customer check out, voids, returns, sales, and the handling of all customer issues. In charge of running Ticket Master Outlet, lottery, sales of money orders, check cashing, and money transfers i.e. Western Union.

#### Floral Specialist

Publix Supermarket – Pembroke Pines/Davie, FL 1994-1996

Creating arrangements for daily sales and special occasion orders. Responsible for maintenance in highly perishable department. Responsible for daily operations that included ordering for daily sales and holidays, strategic planning, retail distribution, P&L management, merchandise displays, sales, marketing, customer service, inventory control, and warehousing.

Data Entry	Medical Manager	MS Word	MS Excel	QuickBooks
Expert	Intermediate	Expert	Intermediate	Intermediate
10+ years	1+ year	10+years	3+ years	4+ years

References upon request