

MARSHA EDMONDSON

Rocky Mount, NC 27801

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Professional Summary

To obtain employment with a company where I can grow professionally and where I can fully use my skills for the success of the organization.

Willing to relocate: Anywhere

Work Experience

Roadside Assistance Agent

Onstar-Remote

November 2024 to Present

- Answering calls from customers experiencing vehicle issues or destination routes
- Assessing the problem and determining the appropriate course of action
- Dispatching service technicians or tow trucks to the customer's location
- Performing basic vehicle repairs like jump starts, tire changes, or minor mechanical fixes depending on the customer needs
- Communicating clearly with customers to explain the situation and expected service time
- Operating a service vehicle safely and following all traffic laws
- Completing necessary paperwork and documentation related to each service call

Inventory Specialist/Auditor

Crown LSP Group-Rocky Mount, NC

August 2022 to Present

- Maintains accurate inventory levels and ensures that inventory is present and ready for use.
- Ensure solid understanding of customer demands and needs.
- Files claims when defective goods are discovered.
- Other duties may be assigned
- Conduct monthly inventory counts to ensure that all inventory is properly recorded in our SAP system
- Organize the inventory for efficient space utilization
- Initiate, coordinate and enforce optimal operational policies and procedures
- Maintain standards of health and safety, hygiene and security
- Liaise with clients, suppliers and transport companies
- Assign tasks appropriately and appraise results
- Recruit, select, orient, coach and motivate employees
- Produce reports and statistics regularly (status report, obsolete stock report etc.)
- Receive feedback and monitor the quality of services provided

Supervisor in Charge/Med Tech

Hunter Hill Senior Living-Rocky Mount, NC

March 2020 to August 2022

- Document and review medication administration, refer to residents' charts and administer medications according to physician's orders
- Ensure that medications are being administered at appropriate times and order residents' medications in a timely manner
- Communicate with physicians and other medical professionals regarding residents' medications, treatments, and/or therapies
- Assist residents with activities of daily living (ADLs), including bathing, dressing, grooming, toileting, positioning, transfer, mobility and incontinence care
- Respond to resident emergency call system

Healthcare Customer Service Representative

McKesson/RemX-Remote

April 2018 to March 2020

- Actively listen to each patient, assess needs, and respond with demonstrated patience and courtesy
- Collaborate with patients, medical practices, and various insurance companies to ensure that authorizations are obtained in a timely fashion.
- Answer incoming calls, emails and chats and verifies/updates patient identity, demographics, insurance and all other data as required
- Accurately and efficiently document of call types and actions
- Growth hormone intake, patient insurance information for financial assistance
- Review and identification of information that is missing and/or incorrect within program service requests/program applications
- Ability to escalate inaccurate documents to the next level manager, as needed
- Reporting of Adverse Events/ Product Complaint inquiries received in accordance with SOP and good manufacturer practices
- Other duties as assigned by manager
- Maintain database by entering new and updated patient and account records
- Appropriately compliance HIPAA regulations each patient and medical provider
- Process patient and account source documents by reviewing data for deficiencies
- Responsible for handling alpha and/or numeric input

Education

Nash Community College

August 2019 to August 2019

Skills

- SAP
- HIPAA
- Medication Administration
- Documentation Review
- Data entry
- audit
- inventory
- Customer service
- Healthcare

