



PATTY THORNHILL

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### PROFESSIONAL OBJECTIVE

A motivated administrative professional seeking a position in a challenging environment. Over 10 years experience successfully providing administrative and secretarial support to the operational department. Proficient in a range of computer applications. Well-developed communication and customer service skills. Proven ability to efficiently plan and manage multiple assignments to meet tight deadlines

### QUALIFICATIONS

Well organized and experienced with Microsoft Word and Office Suite \* Types 60 WPM \* Customer service oriented and committed to ensuring optimal client outcomes \* Excellent organizational skills, accuracy and attention to detail \* highly skilled in drafting documents and communication \* Strong written, verbal, and interpersonal skills for effective communication and documentation. \* Proficient in Oracle Accounting, QuickBooks, ADP Data Entry, AR/AP, Accounting Payroll Administration, and HR Procedures. \* Hands-on team member who is known for going the extra mile \* familiar with web based content management system: \* highly skilled in drafting documents and communications

### EDUCATION & CERTIFICATION

*Completed an intensive, accredited training program which included:*

- Analyze and code surgical procedures and diagnosis using ICD-9-CM and CPT codes.*
- Collaborate across collection/billing departments to ensure billing related issues are resolved.*
- Maintenance of medical charts and electronic medical records (EMR/EHR) systems.*
- Verify insurance eligibility, and submit claims to various insurance companies electronically.*

*Pursuing National CPC-A Certification*

### PROFESSIONAL EXPERIENCE

#### **RMSI, Livermore, CA 03/2018 - 7/2019    Reset Merchandiser**

- Process inventory • removes expired and damaged product • replace product back on shelves • communication with store managers,

#### **Check Mark, Inc., Fort Collins, CO 04/2010 - 1/2018    Receptionist / Accounts Payable / Customer Service / Administrative Assistant**

- Answered all incoming calls and routed calls to appropriate employee or department. • Served as company's first point of contact. • Coded invoices to correct GL account, ran weekly A/P run for owner to review, and communicated with vendors. • Processed customers' orders, created invoices, and emailed and mailed out correspondence. • Shipped products – software, tax forms, blank checks, envelopes, and manuals. • Performed administrative duties pertaining to office and supplies. • Printing, copying and spiral binding of software manuals for customers and employees. • Assisted owner in financial affairs and appointments.

#### **Gardner Signs, Loveland, CO 02/2003 - 01/2010    Receptionist / Accounts Payable**

- Processed invoices from various locations for payment, providing assistants to managers when required. • Contacted banks regarding any financial inquiries, handling all telephone inquiries relating to accounts payable. • Corresponded with vendors, documenting all accounts payable transactions. • Compiled management reports and assisted with audits and completed balance sheets reconciliations. • Collected all invoices and obtained proper approval for payment. • Welcomed all potential employees,

scheduled interviews, processed applications, data entry, processed employee expense reports

**Windsor Flooring, Windsor, CO – Office Coordinator / Receptionist 06/1999 – 01/2003**

**Message Media, Boulder, CO – Accounts Payable / Receptionist 02/1997 – 05/1999**