

SG

# Stephanie Guajardo

## Professional Summary

Organized and dedicated Administrative Assistant with proven track record of providing exceptional customer service in fast-paced environments. Offering keen attention to detail and strong decision making skills to manage multiple, concurrent tasks. Self-motivated work ethic to perform effectively in independent or team environments.

## Work History

### Town Of Wellington - Finance Administrative Assistant

Wellington, CO

09/2022 - Current

- Managed phone and email correspondence and handled incoming and outgoing mail and faxes.
- Assisted coworkers and staff members with special tasks on daily basis.
- Managed filing system, entered data and completed other clerical tasks.
- Built and maintained excellent customer relationships through timely response to inquiries and going above and beyond to accommodate unusual requests.

### Wellington Veterinary Clinic - Customer Service Specialist

Wellington, CO

08/2021 - 08/2022

- Addressed customer complaints and mitigated dissatisfaction by employing timely and on-point solutions.
- Took payment information and other pertinent information such as addresses and phone numbers to place orders.
- Complied with company policies and procedures by encouraging positive and effective work environment among all employees.
- Resolved concerns with products or services to help with retention and drive sales.
- Answered average of [Number] calls, emails and faxes per day, addressing customer inquiries, solving problems and providing product information.
- Described product highlights and benefits to help guide purchasing decisions.

### UCHealth Medical Group - Patient Access Specialist

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📍 Wellington, CO 80549

## Skills

- Office Supplies and Inventory
- Auditing Assistance
- Email Correspondence
- Sorting and Delivering Mail
- Office Organization
- Clerical Support
- Finance and Accounting
- Microsoft Office
- Administrative Procedures
- Customer Relations and Communications
- Multitasking and Time Management
- Set Appointments

## Education

05/2000

**Berthoud High School**

Berthoud, CO

High School Diploma

Fort Collins, CO

10/2019 - 08/2021

- Collected and validated patient demographics and insurance information.
- Secured patient information and confidential medical records in compliance with HIPAA privacy rule standards to protect patient's privacy.
- Obtained signatures from financial responsibility and treatment procedures from patients or guardians.
- Collected and entered patient demographic and insurance data into computer database to establish patient's medical record.
- Received patient deductibles and co-pay amounts and discussed options to satisfy remainder of patient financial obligations.
- Performed patient scheduling and registration functions to serve as initial contact point for medical office visits.
- Utilized knowledge of electronic medical record systems and medical terminology to perform diverse data entry tasks.
- Obtained patient's insurance information and determined eligibility for benefits for specific services rendered.

#### **Creative Kids Corner - Child Care Provider**

Wellington, CO

02/2016 - 05/2020

- Maintained effective schedule balance between rest periods, active play and instruction.
- Sanitized dishes, tabletops, toys and frequently touched surfaces to prevent spreading of germs.
- Enforced rules and managed behavior through developmentally appropriate discipline.
- Met with parents about daily activities, positive developments and issues.
- Observed play activities to identify positive behaviors and areas in need of improvement, implementing behavior redirection where appropriate.
- Taught children to organize toys, wash hands and share by leading by example.
- Applied positive behavior management techniques to enhance social interactions and emotional development.