

# ZENA WARREN

(720)

warrenzena@yahoo.com

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## PROFILE SUMMARY

Dedicated and dependable business professional individual with over 15 years of supervisory and customer service skills in various areas, seeking a career with an organization that fosters growth, and opportunity for advancement.

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## SUMMARY OF SKILLS

- Knowledge of planning, organizing, leading, and time management
  - Accurate typing 80 wpm
  - PC Proficient-Microsoft Office Suite
  - Good verbal and written skills
  - Knowledge of business office procedures
  - Well organized and detail-oriented
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## EDUCATION

### Milwaukee Career College

Milwaukee, WI

Medical Coding & Billing Diploma Conferred- Nov/11

National Health Career Association Certified

- Awarded Imagine American Education Scholarship
- Highest Honors Award—GPA 3.75

Received formal training in:

- HCPCS, CPT, & ICD-9 Coding
- Hospital & Physician Billing
- Medicaid, & Medicare
- HIPPA Regulations
- Medical Law & Ethics
- Pharmacology

### Milwaukee Area Technical College

Oak Creek, WI

Associate degree in Business Management, Dec/09

Awarded Dean's List Honors, Gold Rope Recognition, and GPA 4.0

## WORK HISTORY

March/11 – April/11

Children's Medical Group

Milwaukee, WI

Medical Coding & Billing Extern

- Maintained the strictest confidentiality; to all HIPPA guidelines/regulations
- Prepared daily deposits, copied and mailed appeals, tracer claims, and payment plans
- Mailed and /or distributed letters, paper claims, and secondary claims
- Balanced refund reports
- Date stamped, sort, count & record batch rejection claims, and post deductible
- Pulled EOB and entered patient demographics

Aug/03 – Jan/06

Maytag Corporation

Searcy, AR

Shipping & Receiving Supervisor

- Organized, filed, typed, and prepared paper work for outgoing product
- Checked specification of materials loaded against information contained in work order
- Collaborated with workers and managers to solve work-related problems
- Maintained inventory of parts needed for production
- Assisted line supervisor to ensure required numbers of units assembled

Jan/97 – May/03

Arkansas Department of Corrections

Newport, AR

Food Service Supervisor (Captain)

- Facilitated the opening of the first 1,250 + beds male/female prison in Newport, AR
- Accountable for the training, feeding, preparing meals and supervision of inmates
- Maintained a warehouse of \$25,000 inventory while complying with budget
- Evaluated employee performance and prepared performance appraisals
- Prepared and maintained work records and reports of employees time and wages, daily receipts, and inspection results

June/91 – Jan/97

Taco Bell

Newport, AR

Manager

- Managed budgets by maximizing profits and achieving sales targets set by head office
- Recruited new staff, trained and developed existing staff, motivated and encouraged staff to achieve target
- Worked to ensure standards of hygiene are maintained and that the restaurant complies with health and safety regulations
- Ensured high standards of customer service and satisfaction are maintained

Unofficial Transcript

3077 N. Mayfair Rd., Suite 300  
 Milwaukee, WI 53222  
<http://www.mkcc.edu>

Student: Zena B Shelton Student ID: 0810010343 Student GPA: 3.79 Original Start Date : 9/20/2010

Course Code	Course Description	Hours Attempted	Hours Earned	Grade	Quality Points	Course Code	Course Description	Hours Attempted	Hours Earned	Grade	Quality Points
Program: Medical Coding & Billing Specialist Enrollment #: SH10082954 Status: Externship Start Date: 9/20/2010											
Term: 0910-A 0910 Afternoon Term 9/20/2010 4/29/2011											
CB404	Medical Insurance	60.00	60.00	A-	220.20						
CB406	Medical Law & Ethics	30.00	30.00	A	120.00						
CB409	Pharmacology	30.00	30.00	A	120.00						
CB413	ICD-9 Coding	60.00	60.00	A-	220.20						
CB414	CPT & HCPCS Coding	60.00	60.00	A	240.00						
CB417#	Externship	0.00	0.00		0.00						
CB418	Physician Billing	30.00	30.00	A	120.00						
CB419	Hospital Billing	30.00	30.00	A	120.00						
MCC110	Medical Terminology I	30.00	30.00	B+	99.90						
MCC115	Medical Terminology II	30.00	30.00	A	120.00						
MCC120	Anatomy & Physiology	60.00	60.00	B+	199.80						
MCC130	Computer Applications I	30.00	30.00	A	120.00						
MCC140	Professional Development	30.00	30.00	A	120.00						
<i>In Progress</i>											
Medical Coding & Billing Specialist GPA: 3.79 480.00 480.00											

\*\*\* End of Transcript \*\*\*

\*\* Indicates Retaken Course # Indicates Pass/Fail Course  
 R\* Indicates Retaken Override ♦ Indicates Associated Course

Unofficial Transcript

April 29, 2011

To Whom It May Concern:

Zena Warren completed her internship requirements for the Medical Coding and Billing Program, as mandated by the Milwaukee Career College, here at Children's Hospital and Health System. Zena performed under my leadership for the duration of the internship. During that time, she demonstrated the engagement and commitment that I would expect from any other employee.

Zena took the experience seriously, and came each day not only eager to work, but also eager to learn. Considering her short tenure, we were not able to give her the opportunity to perform each function within the department. However, for the tasks Zena did not experience, she was able to observe the process. Zena earnestly sought to find the relevancy between what she learned in the classroom, and actual billing functions within an organization.

During Zena's tenure, she demonstrated professionalism, teamwork, and flexibility. Feedback from her trainer and peers was that she completed her tasks accurately and timely, with a great attitude,

The organization that will employ Zena Warren in the future will find they have hired someone who has a strong work ethic, embraces change, and adds value.

Sincerely,



Rena McCrory  
Physician Billing Manager  
Children's Hospital and Health System

# Milwaukee Area Technical College

The Milwaukee Area Technical College District Board,  
on the nomination of the faculty, has conferred upon

**ZENA B. WARREN**

the degree of

**Associate in Applied Science**

in

***Business Management — Accelerated***

Together with the honors, rights, and privileges belonging to that degree.  
In witness whereof, this diploma is granted at Milwaukee, Wisconsin,  
on this twenty-second day of December, two thousand and nine.

For the Board

*Warren Barber*

Chairman

*Frank Reynolds*

Secretary

For the Faculty

*Michael S. Burke*

President

*[Signature]*

Dean



Milwaukee  
Career College  
Diploma

Zena Shelton-Warren

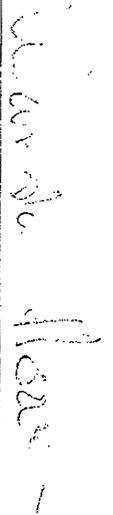
has successfully completed the requirements for

*Medical Coding and Billing Specialist*

on this 29<sup>th</sup> day of April 2011



President



Education Department



Interview Questions

Candidate Name: Zena

Do you have any questions about the position?

Christmas schedule? climate of clean room?

With this account you will have four seven minute breaks and one thirty minute lunch, is that something that will work for you? They have a very strict attendance policy on site. yes

Do you think that you would be comfortable working in a clean room environment?

yes (based on climate)

Can you....

Maintain a steady working pace? yes

Either stand or sit for your entire shift? yes

Work under florescent lights for your shift? yes

What interests you about this position? (Why did you apply?)

assembly work,

What challenges are you looking for in this position?

growth advancement - career

What motivates you to do your best?

advancement, doing the job well, leadership

Shift/Pay: 2<sup>nd</sup> shift \$13.25

Scheduled Time for Site Tour/Interview:

working till 11/15 - 9am 10/29

DISCLOSURE AND AUTHORIZATION REGARDING PROCUREMENT OF BACKGROUND REPORTS

It is recognized and understood that the Fair Credit Reporting Act provides that anyone "who knowingly and willfully obtains information on a consumer from a consumer reporting agency under false pretenses" shall be fined not more than \$2,500 or imprisoned not more than a year, or both.

In connection with my application for EMPLOYMENT (including contract for services), I understand that investigative background inquiries are to be made on me which may include criminal convictions, motor vehicle, and other reports. These reports may include information as to my character, work habits, performance, education and experience along with reasons for termination of employment from previous employers. Further, I understand that you will be requesting information from various Federal, State, and other agencies which maintain records concerning my past activities relating to my driving, credit, criminal, civil and other experiences. *If I include a current employer for verification, I may jeopardize my position within that company.* I authorize without reservation, any party or agency contacted to furnish the above mentioned information and release all parties involved from any liability and responsibility for doing so. I hereby consent to obtaining the above information from BACKGROUND SOURCE INTL and/or any of their licensed agents. This authorization and consent shall be valid in original, fax or copy form. I further authorize ongoing procurement of the above mentioned reports at any time during my employment (or contract).

Applicant Signature: [Signature] Date: 10-22-15

Please PRINT clearly: Position applied for: \_\_\_\_\_

Name: ZENA BETH WARREN Maiden / AKA: SHELTON  
First Middle Last

Soc. Sec. #: 430-23-2865 \*Sex: FM \*Race: BIK \*Date of Birth: 1-19-64

Current Address: 11801 YORK ST # 2528 County: ADAMS

City: THORNTON State: CO Zip: 80023 How long: 1yr to \_\_\_\_\_

Previous Address: \_\_\_\_\_ County: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ How long: \_\_\_\_\_ to \_\_\_\_\_

Motor Vehicle Report Fax to: (208)769-7282

Name as it appears: \_\_\_\_\_ License #: \_\_\_\_\_ State held: \_\_\_\_\_

\*Responses to these are completely voluntary. You need not respond to have your application considered. However, without this information, we may be unable to distinguish you from another in the event we discover adverse information during our background investigation. 03/06/01