Objective

Executive assistant position allowing for parlay of demonstrated organization, customer service, communication, and project management skills proven by 12 years of successful, profitable self-employment.

Profile

Motivated, personable business professional with multiple college degrees and a successful 12-year track record of profitable small business ownership. Talent for quickly mastering technology – recently completed Microsoft Office Suite certificate course. Diplomatic and tactful with professionals and non-professionals at all levels. Accustomed to handling sensitive, confidential records. Demonstrated history of producing accurate, timely reports meeting stringent HMO and insurance guidelines.

Flexible and versatile – able to maintain a sense of humor under pressure. Poised and competent with demonstrated ability to easily transcend cultural differences. Thrive in deadline-driven environments. Excellent team-building skills.

Skills Summary

|  |  |  |
| --- | --- | --- |
| * Project Management
* Report Preparation
* Written Correspondence
* General Office Skills
 | * Computer Savvy
* Customer Service
* Scheduling
* Marketing & Sales
 | * Insurance Billing
* Accounting/Bookkeeping
* Front-Office Operations
* Professional Presentations
 |

Professional Experience

## Communication: Reports/Presentations/TECHNOLOGY

* Prepare complex reports for managed care organizations and insurance companies, ensuring full compliance with agency requirements and tight deadlines.
* Author professional correspondence to customers and vendors.
* Design and deliver series of classes for local businesses and associations, providing ergonomic counseling and educating employees on proper lifting techniques to avoid injury.
* Conduct small-group sessions on meditation/relaxation techniques.
* Communicate medical concepts to patients using layman’s terms to facilitate understanding.
* Rapidly learn and master varied computer programs; recently completed Microsoft Office Suite certificate course.

## Customer Service/Marketing/Problem Solving

* Oversee front-office operations and provide impeccable customer service:
	+ Built a clientele supported by 60% referral business.
* Develop and implement strategic marketing plan for business:
	+ Launched a thriving private practice, building revenue from $0 to over $72K in first three years with minimal overhead.
	+ Create special promotions, write/design print and outdoor advertising, and coordinate all media buying.
* Won over a highly skeptical medical community as the first chiropractor to target MDs for informative in-service demonstrations, classes, and booths:
	+ Presentations resulted in standing-room-only crowds of 50+.
	+ Four MDs subsequently became patients, and referred family members as well.
	+ Increased client base by one-third resulting from MD referrals.

## DETAIL MASTERY & Organization

* Manage all aspects of day-to-day operations as multi-site owner and practitioner of Contoso, Ltd.:
	+ Facility rental/maintenance.
	+ Patient scheduling for busy office averaging 52 appointments weekly.
	+ Finances: accounts payable/receivable, invoicing, insurance billing, budgeting.
	+ Supervision of a total of eight medical receptionist interns.
	+ Compliance with all healthcare facility, HMO, and insurance requirements.

Employment History

contoso, ltd. – Colorado Springs, CO; Pueblo, CO; Cheyenne, WY
Owner/Operator, 1993 to Present

coho winery – Minneapolis, MN
Waitress, 1988 to 1991

Education

oak tree College of Chiropractic – Minneapolis, MN
Doctor of Chiropractic Degree, 1991 GPA: 3.89/4.0
(Four-year advanced degree requiring 30-34 credit hrs. per quarter.)
Licensed to practice chiropractic in Colorado, Minnesota, Wyoming, and Montana.

hickory Community College – Great Bend, KS
Associate’s Degree in Pre-chiropractic, 1987 GPA: 4.0/4.0