**Dorothy K. Warnock**

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**Career Summary:**

Highly-professional and talented Medical Administrator with a solid experience of coordinating and managing daily administrative tasks of health care settings. Possess exceptional communication, multi-tasking, computer, organizational, and supervisory skills along with a good understanding of medical terminology.

**Summary of Skills:**

* More than 5 years of experience in planning, supervising, and coordinating day-to-day administration of a healthcare setting
* Strong knowledge of medical procedures, standards and insurance plans
* Proficiency with MS Office Suite and database applications as well as EHR system
* Excellent leadership and management skills to supervise staff, and deliver effective health care services
* Strong strategical thinking skills to run administration efficiently and based on the needs of patients and staff as well
* Exceptional organizational, multi-tasking, and task prioritizing skills
* Ability to stay up-to-date with the latest industry trends and any changes in laws related to health care
* Excellent data entry skills with the ability to maintain confidentiality and accuracy of sensitive information
* Ability to adapt to a fast-paced and dynamic work environment as well as ability to make effective decisions, and provide quality results even under pressure or critical situations.

**Work Experience:**

Medical Administrator

IMF Community Health Center, New York, NY

October 2016 - Present

* Directing the daily administrative activities in accordance with current federal, state and local standards to assure the highest quality care is provided to patients at all times
* Directing and evaluating work activities of administrative personnel as well as conducting recruitment, hiring and training of staff
* Working closely with management in maintaining an efficient and accurate work flow system as well as creating and implementing efficient administrative strategies to improve healthcare services
* Ensuring a clean and safe work environment, including adequate supplies and equipment for emergency cases
* Overseeing and ensuring accuracy and efficiency of billing processes within the department
* Addressing complaints or issues of staff and patients in a timely fashion
* Preparing and maintaining accurate patients and staff records in a database system, and updating them timely as well as conducting audits of medical staff's documentation
* Facilitating patient medication management based on standing orders and clinical protocols
* Assisting healthcare personnel in preparing various medical reports and histories and other documentation as required as well as liaising between insurance companies and patients

Junior Medical Administrator

Hakensack Meridian Health, New York, NY

December 2014 - September 2016

* Served as primary source of administrative support for the staff
* Assisted in maintaining established procedures and policies, objectives, quality assurance programs, safety, and infection control standards
* Developed monthly reports for tracking and monitoring key performance factors, practice growth and process efficiency as well as maintained departmental records for administrative and regulatory purposes
* Processed papers for discharge of patients, and ensured invoices include right charges
* Assisted in the preparation and review of financial reports and budgets
* Responded to incoming calls as well as received and sorted incoming mails and signed
* Assisted in maintenance of front office supplies, equipment, and furnishings

Medical Administrative Assistant

Berte Haven Hospital, New York, NY

January 2013 - November 2014

* Performed a variety of administrative and clerical duties to provide effective care and services to patients
* Established, maintained, and revised departmental and patients files and records as well as ensured their accuracy and confidentiality
* Ensured an adequate stock and necessary materials of front office supplies as well as proper functioning of equipment
* Planned and scheduled appointments, meetings and events as well as participated in educational programs, and attended meetings as required
* Signed and issued routine administrative correspondence as well as prepared, transcribed, typed and proofread a variety of memos, letters and notes
* Answered all incoming phone calls to handle inquiries as well as sorted and distributed incoming mails
* Greeted and assisted visitors and others as needed as well as maintained cleanliness of waiting areas and restrooms.

**Education:**

* Bachelor's Degree in Healthcare Administration  
  New York University, New York, NY  
  2012

**Reference:**

On request.