

# Leah Massey

~Administrative Specialist~

Pittsboro, NC 27312 ● (919) 444-1237 ● ldmassey@email.unc.edu

*9+ years of exemplary customer service and administrative work in diverse atmospheres*

## Skills & Qualifications

- Microsoft Office Suite - full proficiency
- Making travel arrangements; Event Planning; Transcribing notes/meeting minutes
- Technical & Creative writing/editing skills and experience
- 5 years medical administration & Electronic Health Records (EHR) experience
- 5+ years outbound/inbound call center & multi-line phone systems experience
- 7+ years data-entry experience; 55-60wpm
- Bilingual (Spanish)

## EDUCATION

**Northwood High School**  
H.S. Diploma

**Graduated 6/2005**

**Arizona State University**  
B.S. - English

**Began 6/2015**

## PROFESSIONAL EXPERIENCE

**UNC Family Medicine – Chapel Hill, NC**  
Administrative Associate

**6/2018 – 7/2019**

- LEAN Yellow Belt; participant in LEAN and Kaizen projects for quality improvement; Identifying deficiencies in quality metrics and implementing methods for clinic improvements
- Assisted with Team Clerk and Urgent Care tasks: processing medical records requests, obtaining Prior Authorizations; CT and ultrasound scheduling; referral work queue management; Managing physician schedules and bump lists
- Scheduling patient appointments and patient check-in/check-out
- Cashier functions; authorizing and performing refunds
- Charge Entry; insurance verification; managing financial work queues
- Special Projects: documentation and training packet updates; event planning; spreadsheet management

**Torrid – South Windsor, CT**  
Keyholder

**8/2014 – 12/2017**

- Responsible for opening and closing storefront location(s), including cash handling and deposits.
- Handled operational procedures; Performed visual merchandising and audits
- Processed shipments, stocked merchandise & performed inventory
- Manager on duty when store and assistant managers were off duty; assigned daily duties to associates.
- Cashier functions; authorizing and performing refunds and exchanges when necessary
- Displayed a passion for customer service and knowledgeable, effective sales skills when greeting customers with enthusiasm and energy and assisting them with merchandise inquiries

## **Connecticut Ear, Nose & Throat Associates – Wethersfield, CT**

**4/2014 – 8/2017**

### **Patient Care Coordinator / Scheduling Administrator**

- Answered a multi-line telephone to schedule patient appointments for seven otolaryngology physicians, multiple audiologists and three allergy nurses.
- Greeted and checked in patients; collected personal, medical, and insurance information. Coordinated physician schedules and maintained patient flow by communicating patient arrivals or delays. Scheduled diagnostic testing
- Assisted MA's and physicians with clinical functions of patient check-in: monitoring vital signs, in-room procedures, and cleaning and replenishing room supplies
- Trained new employees in scheduling, front desk, medical records, and general administrative functions
- Created detailed training packets for multiple job functions within the practice that are still used presently

### **Medical Records Coordinator**

- Responsible for all medical records requests and distribution within the practice
- Maintained and retrieved patient files for scheduled appointments; filed patient charts and all patient data upon receipt of information
- Responded to requests for medical records; processed letters and reports; Photocopied records and documents for billing and/or legal services; sent and received information via facsimile
- Retrieved laboratory or radiology test results and other documents to assemble a chart prior to patients' visit

## **Applied Systems – Windsor, CT**

**3/2013 to 4/2014**

### **Data Processor**

- Educated insurance agents, underwriting companies, and policyholders about Property & Casualty Insurance legalities
- Analyzed and identified insurance loss exposures by enforcing insurance requirements/contractual obligations
- Compiled, sorted and verified accuracy of data; compared data with source documents; re-entered data in verification format to detect errors; located and corrected data entry errors, or reported them to supervisors
- Ensured clients' implementation goals are met through strategy and partnership
- Created and edited daily/weekly/monthly/annual reports; Filed and maintained virtual data records following preset procedures; sorted and scanned incoming mail documents

## **Connecticut Surgeons – Farmington, CT**

**1/2010 to 12/2012**

### **Senior Medical Office Assistant**

- Worked directly under physician to manage schedules and prepare/maintain/process medical records
- Administrative functions: Copying/printing/mailling/editing documents/ordering office supplies
- Assisted with scheduling patient appointments and patient check-in/check-out
- Provided back up and/or support for other administrative medical office assistants and clinical medical office assistants

Reported administrative, clinical, physician and patient issues on a daily basis to practice management for review and results



# Leah Massey

~Administrative Specialist~

Pittsboro, NC 27312 ● (919) 444-1237 ● [ldmassey@email.unc.edu](mailto:ldmassey@email.unc.edu)

*9+ years of exemplary customer service and administrative work in diverse atmospheres*

## REFERENCES

---

### **Rocky Riviella**

**The Odum Institute – Chapel Hill, NC**

Supervisor | Managing Director

919-843-8646

[Riviella@email.unc.edu](mailto:Riviella@email.unc.edu)

### **Yvette McMiller**

**UNC Family Medicine – Chapel Hill, NC**

Supervisor | Assistant Practice Manager

984-974-4288

[yvette\\_mcmiller@med.unc.edu](mailto:yvette_mcmiller@med.unc.edu)

### **Lisa Lessard**

**Connecticut Ear, Nose & Throat Associates**

Supervisor | Operations Manager

860-805-5698

[llessard@ctentonline.com](mailto:llessard@ctentonline.com)