Resume of Applicant #202069

Coordinating appointments, managing confidential records, communicating with patients and staff, and handling competing priorities in fast-paced environments. Bilingual in English and Spanish with strong communication, problem-solving, and organizational skills.

EDUCATION

Kean University New Brunswick, NJ
Bachelor s Degree in Psychology | Expected Graduation: 2027
GPA: 3.65

PROFESSIONAL EXPERIENCE

Embrace Psychiatric Wellness Center Westfield, NJ
Administrative Assistant | June 2026 Present

- Coordinate daily administrative operations and support clinicians to maintain an efficient office workflow.
- Schedule and coordinate patient appointments while managing multi-line phone calls and patient inquiries.
- Communicate with patients, providers, pharmacies, and staff to coordinate appointments, information, and administrative needs.
- Maintain accurate patient records and documentation while handling confidential information in accordance with HIPAA guidelines.
- Collect and verify insurance, pharmacy, demographic, and patient information and perform accurate data entry in electronic health records.
- Coordinate and assist with GeneSight testing, wellness checks, urine drug screenings, oral swabs, EKGs, and blood pressure checks.
- Prioritize multiple administrative responsibilities in a fast-paced behavioral health environment while maintaining accuracy and professionalism.
- Provide bilingual English/Spanish assistance to patients and families to support effective communication and service.

One Stop, Rutgers University Piscataway, NJ
Customer Service Representative | November 2025 May 2026

- Managed 50+ student inquiries daily through phone, email, and virtual communication channels.
- Coordinated with multiple university departments to resolve student concerns and ensure timely service.
- Reviewed account information, researched policies, and provided accurate solutions to complex service issues.
- Maintained detailed records of customer interactions and service requests using databases, ticketing systems, and Microsoft Office.
- Managed competing priorities while maintaining professionalism, accuracy, and confidentiality.
- Communicated with students, parents, faculty, and staff across a variety of service-related needs.

Kinder Pediatrics Urgent Care Piscataway, NJ
Medical Receptionist | January 2026 May 2026

- Scheduled appointments and managed high-volume phone lines in a fast-paced healthcare environment.
- Coordinated patient flow by communicating with medical assistants, nurses, and providers to support efficient daily operations.

- Verified insurance eligibility, collected copayments, and accurately entered patient information into electronic medical records.
- Processed intake forms, consent documents, and medical record requests while maintaining HIPAA compliance.
- Responded to patient concerns and inquiries while providing professional and timely customer service.
- Assisted with daily administrative operations, filing, scanning, faxing, inventory, and reporting.

Walgreens Perth Amboy, NJ
Pharmacy Technician | August 2024 September 2025

- Worked collaboratively with pharmacists and pharmacy technicians to maintain efficient daily operations.
- Processed prescriptions, updated patient information, and handled insurance claims and billing issues.
- Assisted with inventory management, medication restocking, and organization of pharmacy supplies.
- Provided professional customer service while handling confidential patient information.

Rutgers University New Brunswick, NJ
Office Assistant | January 2024 May 2024

- Assisted with coordination of departmental events and administrative activities.
- Communicated with students and administrators through phone and email to support program operations.
- Assisted counselors, administrative assistants, and program directors with daily administrative tasks.
- Prepared reports for supervisors summarizing completed assignments and activities.

ADDITIONAL EXPERIENCE

Lightbridge Academy Woodbridge, NJ
Assistant Teacher | September 2022 January 2024

Woodbridge Community Center Woodbridge, NJ
Guest Services Representative | March 2022 August 2022

HomeGoods Woodbridge, NJ
Retail Associate | May 2021 October 2021

CORE SKILLS

Staff & Schedule Coordination | Appointment Scheduling | Administrative Support | High-Volume Communication | Customer Service | Data Entry | Record Management | Microsoft Office Suite | Electronic Health Records | Insurance Verification | Confidentiality & HIPAA Compliance | Organization & Prioritization | Problem Solving | Bilingual: English & Spanish

CERTIFICATIONS & AWARDS

New Jersey State Licensed Pharmacy Technician
NJ Seal of Biliteracy New Jersey Department of Education