**Alejandra Ramirez**

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**Objective**

To work in an environment that challenges me to continue learning, at the same time I am able to help & learn as much as l can from my peers. Also to create a workspace that is continual growth with opportunities for advancements.

**Employment History**

Patient Financial Representative

Memorial Hospital Pembroke

10/2017 – *Present*

* Ensure that all necessary demographic, billing, and clinical information is obtained and entered with timeliness and accuracy
* Communicates with physicians and their staff, nursing unit staff, and/or other appropriate personnel to exchange necessary information
* Verifies insurance benefits and obtains pre-certification/authorization as necessary
* Determines and accepts required payments, including but not limited to co-pays and deductibles

Global Health Liaison

Memorial Healthcare System

*01/2017-10/2017*

* Confirm that patient’s financial responsibilities and required documentation is processed, including collection and verification of insurance information.
* Responsible for navigating patients through the program and providing individualized services based on patient’s needs.
* Attend events and community functions locally and internationally in order to promote visibility of the department.
* Maintain database for tracking global patients and provide monthly reports to Director for review.

Sr. Administrative Assistant

University of Miami, International Department

*10/2015-01/2017*

* Primary responsibilities were providing administrative support for multiple programs and projects which included collecting and organizing data, providing analysis, monitors, reconciles, and assists with fiscal administration for the department.
* I served as a primary information resource regarding the department and program policies, procedures, and operational functions. I Greeted visitors and callers, handled inquires, and directed them to the appropriate persons according to their needs.
* In charge of interviewing new candidates, training and supervising the registration area.

Fellow

US-Brazil Connect

*02/2015-09/2015*

* Online Coaching: I spent a minimum of 4 hours per week online with students via Facebook and Google Hangout. Online coaching of Brazilian students was required for 8 weeks prior to travel to Brazil and for 6 weeks following return. On a weekly basis, I would evaluate their students’ participation and report to my assigned team leaders.
* Travel: I traveled to Brazil for a 4-week period between June 19, 2015 and August 2, 2015.
* In-Person Coaching: In Brazil, I interacted with the assigned Brazilian students for 4 to 6 hours per day, leading 2 different groups of students, assisting with daily assemblies, attending field trips with students, and working as a collaborative team member with other Fellows and the team leaders.

Patient Access Representative

University of Miami Hospital

*03/2013-09/2015*

* Registered and scheduled patients
* Assigned coordinators to each patient
* Collected payments
* Handled high volume of phone calls

Education:

* 08/2018 – 11/2019 – SEC – Associates in Nursing
* 05/2017 – Present – Miami Dade college - Bachelors in Business administration
* 01/2011 - 05/2015 - Miami Dade college - Associate in Arts

Skills:

* Fluent in both English and Spanish
* Over 10 years of experience in customer service
* Knowledgeable use of Microsoft Office programs such as Word, and PowerPoint
* Knowledgeable use of Epic