

# Erica Sartin

**RN, BBA, ASN**

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## Work Experience

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### **Registered Nurse**

South Shore Hospital - Chicago, IL

May 2022 to Present

Patient care as needed within Nursing scope of practice.

### **Registered Nurse**

The University of Chicago - Chicago, IL

February 2022 to Present

Agency contract

Medical care to patients within nursing scope of practice.

### **Staff Nurse II-Telemetry**

Mercy Hospital and Medical Center - Chicago, IL

January 2017 to December 2020

### **Registrar**

Cleveland clinic Florida - Weston, FL

May 2013 to December 2013

ER patient registration

### **Clinic Coordinator**

University of Chicago Medicine- Specialty Pediatrics Clinic - Chicago, IL

August 2011 to November 2012

Perform reception and clerical duties of considerable difficulty in outpatient clinic settings. Extensive utilization of hospitals' systems and constant interaction with patients, physicians, and other members of the hospitals'

staff. Having strong customer service orientation and commitment to excellence and accuracy while working in fast-paced, multi-tasking environment.

\*Schedules clinic appointments for new, referral, return and reinstate patients with prescribed limits. Screened

callers requesting preliminary appointments; exercising judgment in referring emergency calls.

\*Maintained, printed, and distributed clinic schedules.

\*Confirmed patient appointments by telephone 48 hrs in advance, until confirmed.

\* Controlled traffic of patient charts within clinic area. Obtained and assured availability of medical data from a variety of sources for physicians, projects and follow-up.

\*Handles discharge and billing processes and ensures all financial encounter information is obtained in timely and accurate manner. IDC9 and EMS coding under the direction of billing department.

## **Receptionist/Office Assistant**

Chicago Center for Adult Medicine - Chicago, IL

October 2009 to August 2011

Facilitated the coordination of the business start-up, which included hospital and insurance credentialing, formulating patient data-base, patient recruitment. Self trained in current office systems.

- \* Currently responsible for the retention of 100+ patients to the new clinic.
- \* Able to run the office alone, with minimal supervision.
- \* Strong attention to detail, keeping the confidence of patient information.

## **Pharmacy Technician**

CVS Pharmacy - Chicago, IL

2007 to 2009

Data entry of personal and prescription information for patient base. Processing and filling prescriptions while upholding excellent customer service. Preparing billing and keeping updated records. Answering phone calls and responding to professional and patient inquiry. Maintain high level of accuracy, insuring tablet quantities and label information was correct. Demonstrated appropriate knowledge of HIPPA regulations by obtaining certification and licensure.

- . Retaining adequate patient logs by legal standards to ensure proper dispensing practices are maintained.
- . Monitoring pharmacy inventory, and keeping record of new and pending orders to track timely delivery.
- . Part of Service Team recipients that consecutively scored in 90th percentile on customer service ratings.
- . Minimizing customer process deadlines to ensure quality of service rendered.

## **Project Expeditor**

Alps Construction - Chicago, IL

2005 to 2006

Handled multifaceted clerical task, as the assistant reporting to the Vice President of Operations as well as project managers. Duties included: records management, billing, coordinating shipping arrangement for plans and materials, maintained database of sample materials, data entry, filing and overall office operations.

- . Communicated effectively with subcontractors and clients on projects. Established strong relationships to achieve timely portfolios for bidding.
- . Managed records for the assurance of project progression with lagging divisions by efficiently arranging approval of required materials.
- . Aided in drafting of detailed requirements regarding permit application. Obtained and delivered permits to various job sites for required display.
- . Reviewed blueprints with project managers to insure adequate instruction for subcontractors prior to sending them out for bid.
- . Aiding project managers in time management of project ops by coordinating systems for the transference of documentation.

## **Assistant Office Manager**

Achilles' Heel Foot and Ankle - Chicago, IL

2000 to 2005

Greeted patients and assisted with check-in. Received and distributed messages regarding patient inquiry,

new patient registration in timely manner. Maintained positive and professional demeanor when interacting with patients and visitor. Assisted in repairs of office equipment.

- . Coordinated appointment setting in conjunction to flow of patient rotations.
- . Provided efficient data entry into the billing systems as well as basic clerical duties.
- . Aiding in inventory management and made sure the provision of day to day supplies to colleagues as and when necessary.
- . Developing/implementing marketing strategy for growth and retention of customer base.

### **Student Coordinator**

Achilles' Heel Foot and Ankle - Chicago, IL  
August 2001 to May 2002

Responded to visitor and student inquiry expediently, concerning campus programming and upcoming events.

Handled confidential student information and insure proper transfer to responsible parties.

- . Coordinated both student and staff inquiry regarding student events.
- . Operated dial-in/out multi-phone lines for the dean along with reception of visitors.
- . Correlated literature for intercampus shipping liaising with various departments.
- . Created a computerized meeting system that included scheduling of space provision and times allotted in conjunction with coordinating with multiple catering needs.

## Education

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### **ASN in Nursing**

MJS COLLEGE OF NURSING - Merrillville, IN  
2013 to 2016

### **Bachelors of Arts in Business Management**

Robert Morris College  
2005

## Skills

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- DATABASE (2 years)
- RECORDS MANAGEMENT (2 years)
- ACCESS (Less than 1 year)
- DATABASE ADMINISTRATION (Less than 1 year)
- EXCEL (Less than 1 year)
- Microsoft Project
- Multi-line Phone Systems
- Events Management
- Personal Assistant Experience

## Additional Information

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Key Skills

Office Skills:

Office Management

Records Management

Database Administration

Spreadsheets/Reports

Event Management

Front-Desk Reception

Executive Support

Computer Skills:

MS Word

MS Power Point

MS Outlook

MS Excel

MS Access

MS Project