

Ammy Rafaela Reyes

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Education

Holy Names University

Oakland, CA

Bachelor of Arts in Psychology, Cum Laude GPA: 3.62

June 2010–May 2014

- Member of Pi Gamma Mu-International Honor Society in Social Sciences.
- Member of Psi Chi (ΨΧ)-International Honor Society in Psychology.
- First Rome Price Recipient of Holy Names University-Studied abroad in Rome, Italy & Florence, 2013.
- Holy Names University's Merit Scholarship Recipient of \$18,000 for four consecutive years.

Administrative Experience

Associates In Medicine & Surgery-Podiatry Clinic

Naples, FL

Receptionist

February 2015–Present

Provide general office support with a variety of clerical activities and related tasks. Daily tasks include doing coverage verifications for all types of medical insurances, answering incoming calls and accurately typing messages to appropriate associates, checking patients in and out, photocopying, faxing, filling, and collating.

UCSF Gastroenterology Clinic

San Francisco, CA

Administrative Assistant III

June 2014–January 2015

Administrative Assistant III to UCSF Gastroenterology Clinic, Mount Zion Campus.

Provided registration services to patients, held clerical responsibilities, accurately performed coordination and communication of patient services, helped with environmental responsibilities, and provided customer service outreach on a daily basis. In addition, I would also submit to insurance companies an authorization request for all the patients that would have procedures such as colonoscopies, upper endoscopies, and flexible sigmoidoscopies. Lastly, occasionally I would obtain PCP referral and authorization for new patients initial consultation.

Apex Trained: Fundamentals of Healthcare Insurance, Payor Plan, Scheduling & Registration 100, Scheduling & Registration 200, Scheduling & Registration 300, POS Payment Collection, Referral Coordination, Referral Coordination, OR Scheduler Centralized & Decentralized Optime.

Customer Service Experience

In-N-Out Burger

Daly City, CA

Level 4th Sales Associate

July 2009–August 2013

Received recognition for best customer service and best smile, 2012.

Highly skilled at accurately multitasking within a day: cooking fries, cleaning dining room, receiving payments through the pay-window, and accurately taking the customers' orders.

Bakers Shoes Company

Daly City, CA

Sales Associate

June 2008–July 2009

Highly skilled in greeting guests with a gracious smile and offering help to them with their shopping needs. Proven ability to suggest, choose, and help locate products based on guest needs and desires.

Track record of maintaining current knowledge of company's products, and promotions. Demonstrated ability to guide customers from the beginning to end of their sales journey.

Educator Experience

House of Prayer Ministry

So. San Francisco, CA

Mpact Girls Clubs Teacher-Directed by National Girls Ministries

January 2012-January 2015

Critically synthesized biblical topics and taught children driven by Christianity beliefs and values.

Received a recognition for going above and beyond serving in the Kids' Ministry, 2013.

Holy Names University Writing Studio

Oakland, CA

Writing Consultant

January–May 2014

Provided feedback to students on their essay's grammatical structure, organization, and style.

Helped students brainstorm ideas for persuasive essay assignments.

Helped students with a variety of essays topics from different disciplines including Psychology, Sociology, Business, and English.

Hillside Christian Academy

So San Francisco, CA

Classroom Teacher Aid

January–May 2014

Helped a 3rd grade teacher teach lessons of different subjects (e.g. Math).

Raskob Day School & Learning Institute

Oakland, CA

Tutored Children with Learning Differences

January–May 2014

Helped children from 2nd grade through 8th grade with learning disabilities on four different subjects:

Science, Math, English and Physical Education.

Qualifications

- Ability to speak and write fluently in English and Spanish.
- Computer proficient in Excel, Word, PowerPoint, Apex, and eClinical Works.
- Consistently delivers a satisfied customer experience.
- Demonstrates consistent reliability.
- Communicates constructively.
- Listens Actively.
- Ability to adapt with ease to changes: flexible.
- Excellent Retention skills.
- Ability to type 55 WPM.