

***Amanda Renee Guillen
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Objective: To achieve a position in a field of opportunities and to further my knowledge in a career of new developments.

Work Experience:

- 02/05 to 05/14 BayArea Gastroenterology-Front/Back Office
Webster, Tx**
- Front desk duties include: check patients in/out, collect office visit copays, balance all money at the end of day, input all patient information into computer & verify information it current & correct, answer multiple phone lines while showing telephone professionalism, schedule patient office visit appointments, verify patient's insurances, process & file charts, process incoming faxes & distribute appropriately
 - Back office duties include: rooming patients & checking vitals (blood pressure, pulse, heart rate), entering, confirming & updating patient medical history into computer (including medications), schedule patient procedures, obtain precerts from insurance company, retrieve medical records, scan all records into charts, medication refills & medication prior authorizations, answer patient calls.
- 02/03 to 02/05 Clinical Service Rep. II at UTMB-G.I. Endoscopy
Galveston, Tx**
- Duties include: arrives and dispositions patient appointments, retrieves medical records, processes all paperwork to insure payments at time of arrival, shows telephone professionalism, works in programs such as H.I.S, Microsoft word, and familiar with the Olympus

Program.

- 07/02 to 01/03 Victoria's Secret sales specialist
Friendswood, Tx**
-Duties include: assist customers and building sales, open new credit card accounts, keep floor stocked and neat, process sales at the register, show good customer service at all times.
- 10/98 to 03/99 Dillard's sales associate for Clinique cosmetics
Texas City, Tx**
-Duties include: keep cosmetics cases stocked. Attend training classes and seminars. Assist customers and give facial analysts and keep customer records, give makeovers and teach customers proper use of facial products.
- 06/97 to 10/98 3rd key holder/sales associate for Pfaltzgraff
La Marque, Tx**
-Duties include: practice good customer service, complete sales transactions at the register, process freight and keep floor stocked and neat, delegate tasks to others, count down registers and perform store opening and closing procedures, and process daily paperwork.
- 10/95 to 02/96 3rd key holder/sales associate for Afterthoughts
Texas City, Tx**
-Duties include: Open and close the store. Keep the store neat and stocked . Tend to the customers.

Education:

1997 Graduate of Texas City High School, Texas City, TX.
Two semesters of cosmetology at College of the Mainland, Texas City, TX.

Character References:

Diane Smith
(832)221-8371

Rosanna Lamanaco
Elementary school teacher for Houston ISD.
(281) 939-6575 – Cell

Heather Harris
Office Manager- BayArea Gastroenterology
(713) 828-7492 - cell

Rosie Balboa
Former office manager BayArea Gastroenterology
(713)614-5484

Dr. Syed Jafri
BayArea Gastroenterology
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