

Julissa Dussan

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Work Experience

Logistics Coordinator

NADCS, LLC - Remote Tri State Area Only, October 2022 to August 2023

- Liaised with freight carriers to ensure timely and accurate deliveries. • Set and scheduled service appointments.
- Created invoices for services rendered.
- Analyzed work orders to assess needs of clients and customers.
- Prepared and maintained comprehensive reports for tracking and monitoring shipments.
- Prioritized tasks and managed deadlines under strict time constraints.
- Maintained accurate files for purchase orders.
- Organized daily deliveries and pick-ups according to geographic area and delivery employee availability.
- Developed proposals that included documentation for estimates.
- Developed understanding of customers' needs and took actions to ensure that such needs were met.
- Established task priorities, scheduling and tracking work assignments, provided guidance, and ensured availability of resources.
- Managed subcontractor activities, reviewing proposals, developing performance specifications, and serving as liaisons between subcontractors and organizations.
- Resolved issues during shipping, communicating delays to relevant individuals.
- Created and maintained databases to track customer orders and deliveries.
- Resolved problems concerning transportation, logistics, customer issues, and ethical codes that protect the confidentiality of information.

Patient Care Coordinator

Seidner Dentistry - Randolph, NJ November 2021 to December 2022

- Explain treatment options to patients and help determine these clients' best option.
- Lay out potential payment plans and explain the next steps in treatment.
- Determine ways to improve office efficiency and workflow, presenting these ideas to supervisors and helping to carry them out.
- Interacting regularly with the dentist
- Providing payment plans for patients
- Answering phone calls or emails from patients and other practices that have any questions about treatments.
- Interview patients in regards to registration forms.
- Interpretation for patients (Spanish to English, English to Spanish)
- Insurance verification
- Scheduling all types of appointments
- All reception duties, collection of payments, appointments, and patient interactions.
- Referrals to other Doctors

Team Leader - Treatment Coordinator

Diamond Braces - Dover, NJ March 2018 to March 2020

- Explain treatment options to patients and help determine these clients' best option.
- Use everyday language to explain why treatment is necessary and what specific options would entail.
- Lay out potential payment plans and explain the next steps in treatment.
- Determine ways to improve office efficiency and workflow, presenting these ideas to supervisors and helping to carry them out.
- Interacting regularly with the dentist
- Providing payment plans for patients
- Answering phone calls or emails from patients and other practices that have any questions about treatments.

- Interview patients in regards to registration forms.
- Cleaning of office.
- Interpretation for patients (Spanish to English, English to Spanish)
- Insurance verification
- Scheduling (both patients and cleaning schedule for employees.
- Reports such as production, conversion, current patient reports, etc.
- All reception duties, collection of payments, appointments, and patient interactions.
- Training new Treatment Coordinators.
- Marketing/Signage for promotions available at the office.

Certified Spanish Interpreter

CyraCom International - Tampa, FL May 2018 to October 2018

- Provide accurate and complete interpretation for LEP(Limited English Proficiency) persons.
- Provide interpretation for 9-1-1, hospitals, health systems, financial institutions, insurance (health, auto, home) companies, legal settings, Disney and travel, etc.

Receptionist/Interpreter

EAST BLACKWELL CHIROPRACTIC - Dover, NJ March 2017 to May 2018

- Answer telephones and direct calls to appropriate staff.
- Schedule and confirm patient diagnostic appointments, surgeries, or medical consultations.
- Handling Pre-Certification/Prior Authorization
- Greet visitors, ascertain purpose of visit, and direct them to appropriate staff.
- Operate office equipment, such as voice mail messaging systems, and use word processing, spreadsheet, or other software applications to prepare reports, invoices, financial statements, letters, case histories, or medical records.
- Complete insurance or other claim forms.
- Interview patients to complete documents, case histories, or forms, such as intake or insurance forms.
- Transmit correspondence or medical records by mail, e-mail, or fax.
- Maintain medical records, technical library, or correspondence files.
- Perform bookkeeping duties, such as credits or collections, preparing and sending financial statements or bills, and keeping financial records.
- File and maintain records.
- Perform administrative support tasks, such as proofreading, transcribing handwritten information, or operating calculators or computers to work with pay records, invoices, balance sheets, or other documents.
- Provide information about establishment, such as location of departments or offices, employees within the organization, or services provided.
- Collect, sort, distribute, or prepare mail, messages, or courier deliveries.
- Manage social media accounts, marketing, photography, signage, etc.
- Receive payment and record receipts for services.
- Schedule appointments and maintain and update appointment calendars.
- Analyze data to determine answers to questions from customers or members of the public.
- Perform duties, such as taking care of plants or straightening magazines to maintain lobby or reception area.
- Follow ethical codes that protect the confidentiality of information.

Sales Associate

Carter's Babies & Kids - Rockaway, NJ May 2015 to June 2017

Cashier

PANERA BREAD - Denville, NJ October 2013 to May 2015

Education

Legal Studies

BERKELEY COLLEGE - Dover, NJ
Some Credits - expected to transfer.

High School Diploma

DOVER HIGH SCHOOL - Dover, NJ
Graduated June 2015

Skills

- EXCEL (17+ years), MICROSOFT WORD (17+ years), POWERPOINT (17+ years)
- Patient Care
- Clerical duties
- Front Desk
- Front/Back Office
- Credentialing
- Insurance Verification
- Benefit Specialist
- Insurance Claims
- Claims Processing
- Medical Billing
- Completely Fluent in Spanish
- Advanced Computer Skills
- Typing (80+ WPM)
- Literature
- Poetry
- Graphic design
- Logos
- Social media marketing
- Medical Terminology & Office Practices