

SAFIATOU KABA

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📍 Bronx, NY 10457

PROFESSIONAL SUMMARY

I am a motivated professional with management proficiency and extensive Scheduling Coordinator experience. Recently, I learned of this company opening for the current role and I was compelled to contact you with my interest. I believe that my professional background and industrialist drive make me an ideal candidate for this opportunity. As a person who thrives in high-pressure and fast-paced situations, I strive for positive results through the application of my abilities in management and communication. Additionally, I possess expertise in customer service and an aptitude for optimizing performance and motivating colleagues.

SKILLS

- Project Tracking
- Office Supplies and Inventory
- Office Management
- Verbal and Written Communication
- Confidentiality Requirements
- Customer Support
- Medical Billing
- Referral Coordination
- Documentation Skills
- Data Analysis Skills
- Telephone Etiquette
- Microsoft Office
- Medical Terminology
- Hospital Admission Management
- Accounts Payable and Accounts Receivable
- Handling Complaints
- Staff Training
- Bookkeeping
- Sorting and Labeling
- Write Reports

EDUCATION

Monroe College

The Bronx, NY

Associate Of Applied Science:

Criminal Justice

Belmont Preparatory High School

Bronx, NY • 06/2016

Diploma

GPA: 3.0

Bronx Community College of The

WORK HISTORY

Mount Sinai Health System - Scheduling Coordinator

New York, NY • 06/2022 - Current

- Collects patient demographics and insurance information and enters into practice management system
- Verifies patients' insurance coverage prior to patient's appointment and advised patient of any insurance referrals or authorizations needed.
- Communicated scheduling changes to staff members, implementing proof-of-receipt to reduce errors.
- Proactively identified scheduling issues and developed quick solutions to promote efficiency and profitability.
- Completed logs and reports detailing production data such as volume, materials used and quality assurance results, helping management make accurate operational decisions.
- Oversaw appointment scheduling and itinerary coordination for both clients and personnel.
- Improved customer satisfaction scores through application of superior conflict resolution and problem-solving skills.
- Developed strong working relationships with management and executive team through effective scheduling and communication skills.

Juice Press- Commissary - Supervisor

New York, NY • 06/2018 - 02/2020

- Developed and maintained strong relationships with customers to maintain loyalty and satisfaction.
- Responded to customer inquiries and resolved complaints to establish trust and increase satisfaction.
- Coached team members to deliver hospitable, professional service while adhering to set service models.
- Actively supported service associates by quickly responding to questions via phone and email and finding appropriate solutions to customer issues.
- Conducted training and mentored team members to promote productivity and commitment to friendly service.
- Monitored safety compliance to maintain strict standards and protect team members from harm.

City University of New York

The Bronx, NY • 05/2016

Non-Degree Certification : Applied

Psychology

GPA: 4.0

- Utilized proper tools and materials to adhere to safety guidelines.
- Kept watchful eye on equipment inventories, optimizing work readiness and aligning supplies with specifications for each job.
- Optimized supply levels to keep stock within ideal parameters for expected needs.

Shake Shack - Restaurant Team Member

New York, NY • 04/2017 - 08/2018

- Kept work areas clean, organized, and safe to promote efficiency and team safety.
- Contributed to team success by completing jobs quickly and accurately.
- Worked different stations to provide optimal coverage and meet production goals.
- Developed strong customer service and product knowledge skills to enhance individual and team performance.
- Operated register to process payments and collect cash payment for order totals.
- Addressed and resolved customer complaints in polite and professional manner.
- Assisted with inventory counts and stocking of merchandise.

Macy's - Sales Associate Specialist

New York, NY • 09/2015 - 04/2017

- Answered questions about store policies and addressed customer concerns.
- Greeted customers and helped with product questions, selections, and purchases.
- Provided accurate information about promotions, customer programs, and products, helping drive high customer retention.
- Balanced and organized cash register by handling cash, counting change, and storing coupons.
- Monitored sales floor and merchandise displays for presentable condition, taking corrective action such as restocking or reorganizing products.
- Used POS system to process sales, returns, online orders, and gift card activations.
- Checked pricing, scanned items, applied discounts, and printed receipts to ring up customers.
- Volunteered for extra shifts during holidays and other busy periods to alleviate staffing shortages.

New York State Department Of Education - Teacher's Assistant

The Bronx, NY • 08/2012 - 12/2015

- Kept classrooms clean, neat, and properly sanitized for student health and classroom efficiency.
- Handed out classroom materials, like pencils, paper, and crayons.
- Oversaw students in classroom and common areas to monitor, enforce rules, and support lead teacher.
- Maintained safety and security by overseeing students in recess environments.

Marble Hill Senior Center - Patient Coordinator

The Bronx, NY • 07/2012 - 02/2014

- Maintained confidentiality of patient data and condition to

safeguard health information.

- Coordinated transportation to get patients to and from medical appointments.
- Greeted and assisted patients with check-in procedures.
- Provided excellent customer service to patients and medical staff.
- Applied administrative knowledge and courtesy to explain procedures and services to patients.