

**Samantha Brown-Hightower**

[sbrownent1@yahoo.com](mailto:sbrownent1@yahoo.com)

Lithonia, Ga.

770-255-8639

***Qualifications:***

Medical Assistant/CNA with 13 years experience in healthcare settings such as hospitals, clinics, private doctor offices and home health agencies performing: health care management, health fair lead, home care administration, client staffing, staff scheduling, payroll, excellent customer service, medical billing, Veteran Administration billing, patient check-in/out, refill requests, appointment scheduling, patient triage and venipunctures, injections.

***Work History***

***Administrator/Director***      IKU Services, Inc.      7/2013- Present

Develop and manage the overall start up of private home care agency, Aide training programs, durable medical equipment company and non-emergency transportation under one roof

Manage operations to increase sales and profitability while ensuring excellent customer service.

Recruitment and staffing including recruiting, training employees, and interviewing

Managed 2 DME associates, 2 RN Coordinators and 2 drivers and caregivers

Pursued new account leads and opportunities for new business and account growth

Directed the entire recruitment and staffing processes

Produced weekly reports of revenue, open orders, profile submittals, future positions, retention efforts.

-Supervise CNA's and caregiver staff working with disabled veterans, Ensure all shifts are covered

-Schedule assignments, maintain client and caregiver files

-Conduct in-home assessments for clients

-Marketing representative, Payroll and Billing Coordinator

-Update company website/blogs/social media sites, Update policies and procedures

-General accounting duties (accounts receivable/payable, fielding questions from staff /clients regarding payment, calling on any past-due invoices, entering and paying invoices, keep track of all company expenses.)

***Home Care Administrator/Manager***      RECASO Home Health Care Agency      2010-2013

Develop and manage the overall success of the agency operations to increase sales and profitability while ensuring excellent customer service.

Managed 2 RN Coordinators, 1 On Call Staffing Coordinator and up to 15 CNA's

Pursued new account leads and opportunities for new business and account growth

Directed the entire recruitment and staffing processes

Promoted company's services to clients by determining and implementing appropriate marketing/recruitment strategies.

Resolved client/staff customer service resolution

Weekly time sheet review and billing

Produced weekly reports of revenue, open orders, profile submittals, future positions and retention efforts.

-Schedule assignments, maintain client and caregiver files

-Conduct in-home assessments for clients

-Marketing representative, Payroll and Billing Coordinator

-Update company website/blogs/social media sites, Update policies and procedures

-General accounting duties (accounts receivable/payable, fielding questions from staff /clients regarding payment, calling on any past-due invoices, entering and paying invoices, keep track of all company expenses.)

**Medical Assistant (Temp)** Staffing Agencies (Neurology/Family/Allergist) 2006-2010

**Front:** Manage phone voicemail, Sort faxes, precertify procedures, Referral Verification  
Call-in Rx's, Notary Public, check in/out, insurance verification, schedule appointments and procedures: file charts, distribute incoming mail, post charges and match EOB's.

**Back:** Assisted M.D.'s (2) with procedures to include: allergy scratch testing, phlebotomy, injections, immunizations, process labs, triage and room setup.

**Medical Front Office Coordinator** Family Practice of Atlanta 2002-2006

**Front:** Manage phone voicemail, sort faxes, pre-certify procedures, referral verification call-in Rx's, Notary Public, check in/out, insurance verification, schedule appointments and procedures; file charts, distribute incoming mail, post charges and match EOB's, train new staff.

**Back:** Assisted M.D.'s (2) with procedures to include: phlebotomy, injections, immunizations, process labs, triage and room setup.

### **Education**

**Home Health Aide** Alpharetta, Ga. 2009

**Certified Nurse Assistant** Smyrna, Ga. 2001

**Medical Assistant** Atlanta, Ga. 2000

**Office Administration** Atlanta, Ga. 1993

**Health Care Sales and Marketing** Albuquerque, New Mexico 2012

**MLS Real Estate Sales Training** Atlanta, Georgia 2014

### **Administrative Skills**

Medisoft Medical Software

Microsoft Office

Front Office Coordinator

ICD -9 & CPT Coding

Medical Law & Ethics/HIPAA

Patient Charting/Filing

Medical Insurance Verification

Homework's Scheduling

### **Clinical Skills**

Electrocardiogram

Injections

Snellen Visual Charts

Venipuncture/Blood draw

Vital Signs

Urine Analysis

Audiograms

### **References:**

Dr. Robert E. Jackson – [dreerici@yahoo.com](mailto:dreerici@yahoo.com)

Mr. Andrew Stripeikis – 678-575-4930

Mrs. Marta Pointt-Link, RN - 404-330-2250