

Michele Manns

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I'm looking to work in an office where I can utilize my customer service experience. I would like to work in a fast pace environment with the opportunity for advancement.

Authorized to work in the US for any employer

Work Experience

Customer Service Representative

Hero Pest Solutions - Sumter, SC

July 2022 to Present

My current job duties include but not limited to:

- Answering incoming calls
- Scheduled appointments
- Collecting payments
- Creating technicians routes for the week

Ophthalmic Assistant

Carolinas Center for Sight - Florence, SC

November 2021 to July 2022

My job duties include but not limited to:

- Performing the lenstar, version, and argos for cataract measurements.
- Performing AR, OCT, Fundus Photos, and Visual Fields.
- Working patients up, checking VA, IOP (application, tonopen, and Icare), doing manual refractions, checking angles, and dilation of patients.
- Scribing for Doctors
- Maintaining the minor surgical room. Cleaning the room after surgery, cleaning and sterilizing instruments, keeping a list of supplies.
- Prepping doctors surgical chats

Medical technician

Stokes Regional Eye Center - Sumter, SC

August 2019 to September 2020

My duties include but not limited to;

- Working Patients up before seeing the doctor
- Checking insurance to make sure testing is covered
- Performing OCT
- Checking corrected and uncorrected vision
- Checking and updating glasses prescriptions
- Inputting patients medications
- Informing patients about any surgery's or procedures they may have coming up or interested

- Checking IOP

Referral Management Specialist

GTW Consultants & Associates - Sumter, SC

October 2018 to March 2019

My duties are but are not limited to;

- Uploading patients notes into HAIMS from providers.
- Chasing notes from the providers to close out open referrals in Humana.
- Faxing record requests, printing and sending requested notes from providers.

Medical Technician

The Eye Institute of West Florida - Saint Petersburg, FL

February 2017 to August 2018

My duties were but not limited to do;

- Testing for cataract, cornea, retina, glaucoma and optometrist
- I am trained on OCT, Topography, B Scans, Auto Refractions, Fundus and Macula photos. I am also certified for performing VEP/ERG.
- I currently work hand and hand with Nextech and Forum. I would also assist Retina doctors on lasers.
- At this company I also jump in and help out with the front desk when needed and that involves checking a patient in and out for appointments, verifying insurance, calling rides, making there time here enjoyable and friendly.
- Also making sure we have all the correct documents needed such as new patient paperwork, photo ID, insurance cards, and informing them of copays or possible out of pocket expenses before being seen.

Medical Receptionist

Eye Site of Tampa Bay - Clearwater, FL

June 2015 to February 2017

My duties included but were not limited to;

- Checking over 100 patients in and out a day, cleaning all equipment, verifying insurances for patients, working with Nextech and Excel, also working with premier.
- Collecting copay's, injection pays, and private pays. Everyday I worked in a extremely fast paced business.

Human Resources Manager

Allstar Animal Removal - Saint Petersburg, FL

July 2013 to November 2015

My duties included but not limited to;

- Scheduling over 15 states appointments, entering all payments into Quick-books, scheduling over 50 technician's jobs for the week.
- Maintain all customers complaints, concerns, and questions, filling out several spread sheets a day, confirming appointments and paperwork, answering over 100-150 phone calls a day.
- Scheduling all flights and hotels for training and traveling technician's.
- Scheduling all interviews for hiring managers, maintain a strict schedule for managers, technicians, and office employees.
- Posting all hiring ad's, calling possible candidates for positions needing to be filled.

Receptionist

Eye Associates of Pinellas

October 2011 to July 2013

My duties included but not limited to;

- Answering over 400 phone calls day to day, and checking over 100 patients in and out a day.
- Cleaning all equipment.
- Verifying insurances for patients.
- Working with MDI, Prognosis, and working with premier.
- Collecting copay's, injection pays, and private pays. Everyday I worked in a extremely fast paced business.

Cashier

Five Guys

August 2011 to October 2011

My duties included;

- Taking customer's orders, cleaning all equipment after it was used, making sure the lobby and restrooms were clean at all times
- I was in a fast pace atmosphere directly dealing with all customer's efficiently.
- This includes opening/closing the store, preparing all food items for the day, cleaning everything at night for the morning crew, open/closing cash drawer.

Cashier/Prep

Taco bell- I

February 2011 to July 2011

My duties included;

- Taking orders, cleaning all equipment after it was used, making sure customers were satisfied, cleaning the lobby and restrooms.
- Locking up at night after lobby closed, opening/closing the store,
- Preparing all food items
- Open/closing cash drawer.

Receptionist

Suncoast Pest

July 2009 to October 2010

My duties included;

- Accountable for filing all customer's contracts in correct county's/zip codes.
- I was responsible for putting on correct address and mailing all report cards to customers.
- Answering incoming calls and directing there call to the appropriate person.
- Making sure office was clean.
- Making copies and faxing when necessary.

Education

High school or equivalent

Dixie M. Hollins High School - Saint Petersburg, FL

August 2007 to May 2011

Skills

- Quickbooks (4 years)
- Microsoft Office (6 years)
- Med Tech
- Medical Records
- CPR
- Data Entry
- Filing
- Customer Service Skills
- Microsoft Word
- Billing
- Receptionist
- EMR Systems
- Insurance Verification
- Medical Office Experience
- Medical Receptionist
- Medical Terminology
- Interviewing
- Administrative Experience
- Clerical Experience
- Human Resources Management
- Medical Billing
- Vital Signs
- Medical Coding
- HIPAA
- ICD-10
- Office Administration
- Medical Scheduling
- ICD-9
- Epic
- Patient Care
- Triage

Certifications and Licenses

CPR Certification

Additional Information

Skills:

- Manage employees
- Quick book efficient
- Capable of high stressed positions
- Capable of all office tasks such as filing, typing, incoming and outgoing calls.
- Effectively manage multiple tasks.
- Taking customer's orders, and payment