

ALEXIS KHARRINGTON

Email: Kharringtona38@gmail.com

## SKILLS

Bilingual (Spanish), Record Management, Epic, Microsoft Office, OSHA Policies, Insurance Authorization.

## OBJECTIVE

To obtain a position in a company that will allow me to utilize a vast variety of skills and grow from within. The goal is to establish a career within a facility for 10+ years.

## EXPERIENCE

Middlesex Radiology / Radiology Scheduler / June 2022 – March 13, 2024

Register patients and update medical chart information.

Receive outbound calls from patients and providers for radiology referrals.

Current on emails and expanded to assist with lab denial and benefits collection to assist the need of the department.

### **Environmental/Laundry | Masonicare | July 2020- June 2022**

Performs as an environmental technician and lead laundry handler

Maintains the overall cleanliness and sanitation of the facility

Process linens in accordance with proper protocols

Cleans patient rooms, hallways, operating rooms, clinical and non-clinical areas.

Removes trash and cardboard from the Hospital to compactors.

Removes biohazardous materials using proper handling, transport, and storage techniques to appropriate containers

### **Customer Service Coordinator | HHC at Home | Aug 2017- July 2020**

Responded and took action related to calls, emails, and faxes related to patient billing in a timely and professional manner.

Investigated patient inquiries/disputes surrounding charging, coding, payments, locations, services, insurance coverage, etc.

Followed all Call Flow steps and strives to meet Average Handle Time, Abandoned Calls, Returned to Queue/Short call and other call center metrics.

### **Housekeeping & Dietary | Windsor Health and Rehabilitation | March 2015-June 2019**

Prepared individual dietary menus based on patients' medical conditions, physical health, preferences, and distastes.

Inspected special diet trays to ensure they comply with the dietary restrictions.

PICC/Central line maintenance

Maintained the overall cleanliness and sanitation of the facility **EDUCATION**

**High School Diploma| May 2010| Pathways to Technology Magnet High School. Hartford. CT**

**Medical Assistant| July 2013 |Sawyer Inst. Hartford, CT**

*\*Did not take exam\**

### **AWARDS AND ACKNOWLEDGEMENTS**

- Promoted to Lead Laundry and Environmental Handler at Masonicare
- Commended for initiative, enthusiasm, tenacity, persuasiveness, intense customer focus and
- Dependability in performance evaluations.

*References furnished upon request*