**Yolanda L. Gilbert**

194 Forest Ave. (478)365-5999

Macon, Georgia 31204 [yolandagilbert80@gmail.com](mailto:yolandagilbert80@gmail.com)

**SUMMARY OF SKILLS**

* 15+ years of professional experience in providing front-line customer service
* Claims processing and heavy data entry
* Proficient in Microsoft Office Suite
* Type 55+ WPM, highly organized and comfortable in fast-paced settings

**COMPUTER SYSTEMS**

* Tracker
* GCIC
* Esearch
* Peachcourt
* Tyler Odyssey
* Honeywell Viewer

**EDUCATION**

01/14 - 05/17 Mercer University, B.A.S. Organizational Leadership Macon, GA

**WORK EXPERIENCE**

10/18 – 10/21 State of Georgia Macon, GA

*Judicial Assistant to Superior Court Judge David L. Mincey, III*

* Converse with attorneys, paralegals and other legal assistants for scheduling purposes
* Calendar and Plan events, make reservations for conferences and calculate mileage for reimbursement
* Prepare letters, mail and efile documents to the appropriate counties
* Order Supplies, Furniture and equipment for the office

01/14 – 09/18 Macon Bibb Government Macon, GA

*State Court Legal Secretary*

* Send out card notices advising defendants of court dates and update Tracker & Trak
* Issue bench warrants on defendants that fail to appear court and fail to report to state probation
* Run driver and criminal history for files as needed
* Prepare DUI, Simple battery, Battery, Family Violence cases for State Court (and other cases)

03/13 –12/13 Bibb County Government Macon, GA

*Human Resources Clerk/Risk Management Tech*

* Prepared minutes and the agenda for the Safety Review Board
* Entered invoices into Risk Pro and completed direct pay forms to request payment from finance
* Adjusted bills for accurate payment according to the Georgia Workers’ Comp Fee Schedule

11/06 - 03/13 Central Georgia Health System Fort Valley, GA

*Patient Account Specialist IV*

* Obtained demographic and insurance information from patients
* Verified insurance, collected co-pays, co-insurances and prepared deposits
* Generated labels, arm bands and created charts for each patient
* Explained consents for treatment forms

**COMMUNITY INVOLVEMENT**

Crisis Line & Safe House Domestic Violence Program Volunteer Fuller Center for Housing Macon