

# Miara Tomlin

## !!!Experienced Healthcare Customer Service Specialist!!!

Philadelphia, PA 19140

[miara.yvett@gmail.com](mailto:miara.yvett@gmail.com)

2673230525

Expert in Microsoft Word, Excel and Microsoft Outlook with knowledge of health insurance, and medical terminology and perfected phone etiquette. I am detail oriented, organized, high motivated, perfectionist with a self starter and initiative to be fast learner with go-getter team-player attitude.

Willing to relocate to: Broomall, PA - Delaware County, PA - Bala-Cynwyd, PA

Authorized to work in the US for any employer

## Work Experience

---

### **Administrative Assistant/Receptionist**

The NewCourtland LIFE Program - Philadelphia, PA

January 2018 to Present

- I am responsible for assisting the Director of Nursing in the state regulated running of an adult day center affiliated with the PACE Program, ensuring all codes and standards of operation are met and up to date
- Receive and direct a total of 60 phone calls per day applying top notch phone etiquette; verifying insurances and authorizations, problem solving, and granting information when needed.
- Facilitating conference calls, assembling rooms for discussion meetings
- Purchasing and ordering of center supplies. Responsible and accounting for business account and spending; invoices
- Regulating and monitoring patient comings and goings for elopement risk, ensuring safety and privacy

### **Certified Nursing Assistant/Home Health Aide**

Nurse Partners, LLC - Philadelphia, PA

May 2017 to Present

- Providing care in the surroundings of patients private homes
- Assisting if not completing activities of daily living
- Meal prep and feeding
- Providing conversations, exercise, and companionship
- Assisting to doctor's appointments, therapy, market, etc.
- Housekeeping duties such as dish washing, sweeping, vacuuming, laundry
- Documenting and monitoring with daily communication to agency nurses regarding patient health information and patient health status

### **Medical Assistant**

Foot & Ankle Center - Philadelphia, PA

June 2017 to January 2018

- Greeting and signing in patients, answering and directing

calls

- Insurance verification and accepting co-payments
- Exam room set-up and prep
- Medical instrument sterilization procedures
- Filing and charting of EMR
- Vital sign checks and readings
- Appointment scheduling and follow-up calls

### **Certified Nursing Assistant**

River's Edge Nursing and Rehabilitation Center - Philadelphia, PA

August 2016 to January 2017

- Nursing duties such as vital signs, colostomy care, amputee experience, trach care, indwelling catheter care, CHF experience, with outpatient as well as in patient services
- Triaging patients
- Physical Therapy
- Assisting in plan of care with group of doctors, physicians and therapist to ensure all around rehabilitation
- Explanation of aftercare instructions with discharging patients
- Access to EMR
- Documentation and information transfer for communication within interdisciplinary team

## Education

---

### **Diploma in Medical Assistant**

Harris School of Business-Upper Darby Campus - Upper Darby, PA

January 2017 to June 2017

### **Diploma in General Studies**

Annapolis High School - Annapolis, MD

September 2004 to June 2007

### **High school or equivalent**

## Skills

---

Customer Service, Customer Care, Call Center, Healthcare, Front Desk

## Certifications/Licenses

---

### **Certified Nursing Assistant**

February 2010 to February 2020

## Additional Information

---

I love learning new things and am interested in a little bit of everything and what makes it work, how it works, and what does it take to keep it going. I have been in the healthcare field for over 7 years!