

# JENNEH KARMO

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## Professional Summary

A motivated Executive Assistant professional seeking a position in a challenging environment. Over 5 years' experience successfully providing administrative and secretarial support to the operational department. Proficient in a range of computer applications. Well-developed communication and customer service skills. Proven ability to efficiently plan and manage multiple assignments to meet tight deadlines. A proactive problem-solver who gets the job done

## Skills

- Scheduling
- Payroll
- Recruiting Coordinator
- Account Receivable
- Billing
- County clients
- Clear Care
- Yardi
- Documentation
- Appointment management
- Life skills training
- Problem solver
- Friendly and courteous
- Dependable and punctual
- CPR certification
- First Aid training
- Microsoft Word expertise
- Attention to detail
- Legal administrative support
- Executive presentation development
- Excellent communication skills
- Accounting operations professional

## Work History

Executive Administrative Assistant, 05/2017 to 09/2018

Always A Step Beyond – Southampton, PA

- Support the DON and Administrator.
- Manage Outlook calendars, schedule meetings and take minutes.
- Create Power Point presentations and Excel spreadsheets and matrixes.
- Assist in the planning, website creation, registration, and accounting functions of our annual.
- Handle patient, team member and physician calls, concerns and correspondence.
- Perform the duties of the building administrator.
- Review and code all incoming accounts receivable invoices.
- Perform bi-weekly payroll functions.

- Handle sensitive patient information and medical records.
- Schedule, attend and take minutes at several monthly meetings.
- Create employees schedules
- Hired upcoming employees
- Ordered all office supplies including ink cartridges, toner, and paper.
- Carefully wrote down all phone messages and relayed them to the appropriate personnel.
- Maintained a clean reception area, including lounge and associated areas.

Administrative Assistant, 02/2018 to 05/2018

Home Instead Senior Care – Levittown, PA

- Experience with multi-line phones, various office machines – fax, scanner, printers, copiers, etc.
- Ability to handle multiple calls, takes, relate accurate messages, route calls to appropriate person and department.
- Typed, assembled and distributed various interoffice communication materials, electronically and in hard copy form.
- Coordinated calendars and schedules for assigned personnel.
- Maintained, on a weekly basis, attendance records for multiple departments including vacation days, illness days, jury duty, meeting attendance.
- Assisted administrative team members with completing daily tasks in order to maintain a smooth workflow.
- Coached new employees on administrative procedures, company policies and performance standards.
- Experience with multi-line phones, various office machines – fax, scanner, printers, copiers, etc.
- Ability to handle multiple calls, takes, relate accurate messages, route calls to appropriate person and department.
- Typed, assembled and distributed various interoffice communication materials, electronically and in hard copy form.
- Arranged, scheduled and implemented meetings and special events for groups as large as 500 persons.
- Coordinated calendars and schedules for assigned personnel.
- Maintained, on a weekly basis, attendance records for multiple departments including vacation days, illness days, jury duty, meeting attendance.

Executive Administrative Assistant, 04/2016 to 03/2018

Immaculate Homecare Agency – Levittown, PA

- Schedule and coordinate caregivers based on assessment and care plan information for new and existing clients.
- Maintains appropriate gross profit margin for each case.

- Maintain all scheduling of caregivers and respond to situations where scheduling conflicts, emergencies and/or calls outs arise.
- Company schedule must be complete for the next business day/weekend before leaving for the day.
- Track and record in Generations software all instances of assignment refusals, call-outs, late arrivals, early departures, etc.
- and share information with Management on a regular basis as determined by the DOO/Owner  
Communicate with Management/HR for hiring needs on a regular basis.
- May assist in keeping caregiver files up to date, including tracking expirations of any licensing, insurance, etc.
- in Generations.
- Collects new documents as directed, notifies Management when new documents cannot be obtained.
- Audits timecards on a regular basis to ensure hours match scheduled hours.
- Operated office photocopiers, made travel arrangements, maintained the office bulletin board and assisted staff with clerical or procedural requirements.
- Answered telephone inquiries from clients, vendors and the public.
- Provided logistical support for programs, meetings, and events, including room reservations, room set-up, agenda preparation, materials printing and calendar maintenance.
- Trained new employees on multiple medical billing programs and data entry software.
- Verified and created claim Numbers by communicating with various insurance companies.

#### Home Helper, 06/2015 to 12/2017

- Cared for up to five different clients on a rotating schedule.
- Groomed and bathed patients, and prepared meals.
- Laid out medication and instructions to ensure proper dosages.
- Kept client cares neat, clean, and free of safety hazards.
- Documented patient's behaviors and reported abnormalities or new symptoms to Assisted client with daily living activities and personal grooming.
- Cleaned house and managed incoming mail and bill payments.
- Drove client to all appointments, picked up groceries, and collected medications.

#### KenCrest, 02/2014 to 07/2016

- Manage patient schedules and ensure all doctor's appointments are kept.
- Perform light housekeeping duties and meal preparation.
- Administer medications following doctor's instructions.
- Help patients complete prescribed therapy and exercise routines.
- Remove safety hazards and report issues to management and/or family.

## Education

Bachelor of Science: Occupational Therapy Physical, Occupational and Physical Therapy, 2019  
Temple University - Philadelphia, PA

High School Diploma: 2015

Abraham Lincoln High School - Philadelphia, Pa

Member of the National Honor Society for 6 years)

## Certifications

Appointment management Life skills training Problem solver Friendly and courteous Dependable and punctual CPR certification First Aid training

- International Association of Administrative Professionals: [Certification]

## References

Always A Step Beyond Administrator: Kofi Phone: 267-968-0110

Home Instead Supervisor: Rabia Ajmeri Phone: 732-470-6713

Immaculate Homecare Agency Boss: Eddie Sonpon Phone: 267-237-2028 Home Helper Manager: Miss. Sony Phone: 267-391-5678

KenCrest Manager: Kelvin Fletcher Phone: 267-370-7068