

Iteria S. Canada

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Stone Mountain, GA 30088

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SKILLS

- Office Management
- Data Application and Healthcare Quality
- Health Services and Information System
- Medical Terminology
- Records & Information Management
- Business Communication
- Health Insurance and Reimbursement
- ICD-9 & ICD-10, CPT, HCPCS Coding
- Office Organization
- 3M Encoder/QuadraMed
- Microsoft Medical Software
- ODIS database/ iTools application (WebDU, WebDM, and WebPOR)
- EPIC software
- Web Development Skills
- Information Security Systems
- Linux System Administration
- MS Office Tools

PROFESSIONAL EXPERIENCE

Auburn University - Auburn, AL

01/2023-Present

Facilities Management/Mail Clerk

- Assists in processing and sorting incoming and outgoing mail
- Assists student and faculty with routine mail related issues such as facilitating student's packages pick up, collecting and providing information, and selling supplies
- Labeling packages and maintaining records and forms
- Supports the recording of billing information to ensure proper mail charges

Publix - Auburn, AL

01/2015- Present

Customer Service Associate/Cashier

- Manage financial transactions on behalf of company while ensuring change, refunds and/or receipts were issued appropriately
- Weigh and scan products ensuring pricing accuracy
- Provide adequate customer service, including greeting customers and responding to questions
- Resolve customer issues with proper mediation techniques

East Alabama Medical Center- Auburn, AL

08/2021- 02/2022

Patient Account Registrar

- Secured insurance information, eligibility, benefits, and authorized payments.
- Updated demographics, billing information, and insurance during patient interviews to obtain pertinent registration information
- Worked closely with Billing and Admitting department to ensure patients information was entered accurately

Gottlieb - Jacksonville, FL

07/2019- 02/2020

Chart Research Representative

- Responsible for resolving claim rejections
- Resolved patient billing issues
- Reviewed medical records and identified pertinent information while complying with HIPAA
- Gained knowledge of medical terminology and legal aspects of health information

Coach Distribution Center- Jacksonville, FL

01/2019- 01/2020

Iteria Canada

Production Associate/ Quality Inspector

- Assembled small and large orders to be shipped to customers
- Maintained inventory by checking stock to determine supply levels
- Placed and tracked orders, as well as, verified receipt of shipment to customers
- Completed production and performance by following all policies and practices

Ciox Health- Atlanta, GA

12/2017- 03/2018

Patient Indexer

- Accurately identified and indexed information contained in medical records
- Verified, organized, and stored patient information
- Created PDF files to separate bulk reports received in electronic folders and drives
- Indexed the PDF files into appropriate charts
- Responded to medical record requests and related telephone calls
- Demonstrated knowledge of state and federal laws/regulations and HIPAA regulations
- Adhered to department policies regarding processing of medical records as well as BBS Compliance guidelines

Carter's Distribution Center- Braselton, GA.

12/2016-02/2018

Assembly / Quality Inspector

- RF Scanners and Warehouse Management systems
- Assembling and filling large and small orders
- Completed inspections of finished product as well as shipment
- Responsible for keeping record for daily/ weekly quota

Loretta's Family Childcare- Stone Mountain, GA

08/2004 - 07/2011

Childcare Assistant

- Developed and encouraged age-appropriate learning and socialization to ensure children were learning basic skills.
- Monitored and reported developmental or safety concerns of children.
- Engaged in positive interaction with children to build confidence and self-esteem.
- Helped manage the day-to-day operations of a Childcare Business
- Registered infants and preschoolers for childcare and food program
- Collected weekly payments, bank deposits, record keeping and general clerical duties

VOLUNTEERISM

Girl Scouts of America Lifetime (Member/Toastmasters Leadership Program) - Atlanta, GA
Atlanta Mission Homeless Shelter - Atlanta, GA

EDUCATION

Auburn University, Auburn, AL
Cyber Security Bootcamp

07/2024 to 10/2024

Southern Union State Community College, Opelika, Alabama

08/2011 to 05/2015

Associates of Applied Science Degree in Office Management/Medical Coding