**Iteria S. Canada**

**4884 Martins Crossing Rd.**

**Stone Mountain, GA 30088**

Cell: (678) 982-6261 | Email: canadaiteria@yahoo.co

**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 outcoming 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**

***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 07/2024 to 10/2024**

***Cyber Security Bootcamp***

**Southern Union State Community College, Opelika, Alabama 08/2011 to 05/2015**

*Associates of Applied Science Degree in Office Management/Medical Coding*