**Iteria S. Canada**  
4884 Martins Crossing Rd. | Stone Mountain, GA 30088  
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**PROFESSIONAL SUMMARY**

Motivated IT professional with a strong foundation in cybersecurity, data protection, and network security. Recently completed an IT Cybersecurity Bootcamp, gaining hands-on experience in protecting sensitive information and identifying vulnerabilities. Adept at applying technical knowledge of Linux system administration, information security, and web development and seeking to leverage a strong analytical mindset and dedication to cybersecurity in a challenging IT role.

**KEY SKILLS**

* Office & Records Management
* Medical Coding: ICD-9, ICD-10, CPT, HCPCS
* Healthcare Information Systems: EPIC, 3M Encoder, QuadraMed, ODIS/iTools (WebDU, WebDM, WebPOR)
* Medical Terminology
* Insurance & Reimbursement
* Data Application & Healthcare Quality
* Health Information Security & HIPAA Compliance
* Microsoft Medical Software & MS Office Suite
* Linux System Administration
* Web Development & Technical Skills
* Business Communication & Customer Service

**PROFESSIONAL EXPERIENCE**

**Publix** – Decatur, GA  
*Customer Service Associate/Cashier* | January 2015–Present

* Process high-volume financial transactions, ensuring accuracy of change, refunds, and receipts.
* Weigh and scan products, maintaining precise pricing and inventory control.
* Provide exemplary customer service by greeting customers and responding to inquiries.
* Resolve customer issues by using mediation techniques to ensure satisfaction and retention.

**Auburn University** – Auburn, AL  
*Facilities Management/Mail Clerk* | January 2023–August 2024

* Manage the sorting and processing of incoming and outgoing mail.
* Assist students and faculty with mail-related inquiries, including package pickup and information distribution.
* Maintain accurate records and forms for labeling packages and billing information.
* Ensure proper mail charges through diligent record-keeping.

**East Alabama Medical Center** – Opelika, AL  
*Patient Account Registrar* | August 2021–August 2022

* Secured insurance information and verified patient eligibility, benefits, and authorized payments.
* Updated patient demographics, billing, and insurance details during registration interviews.
* Collaborated with Billing and Admitting departments to ensure the accuracy of patient information.

**Gottlieb** – Jacksonville, FL  
*Chart Research Representative* | July 2019–February 2020

* Resolved claim rejections and patient billing issues through effective research and communication.
* Reviewed medical records for pertinent information while ensuring compliance with HIPAA.
* Enhanced knowledge of medical terminology and the legal aspects of health information management.

**Ciox Health** – Atlanta, GA  
*Patient Indexer* | December 2017–March 2018

* Indexed and organized medical records, ensuring accurate storage and retrieval of patient data.
* Processed bulk medical reports, converting them into PDFs and maintaining proper chart indexing.
* Responded to medical record requests, demonstrating knowledge of HIPAA and legal regulations.

**EDUCATION**

**Auburn University** (OPEC)– Auburn, AL  
*IT Cybersecurity Bootcamp* | July 2024–October 2024

* Completed hands-on training in cybersecurity protocols, penetration testing, risk assessment, and incident management.
* Gained proficiency in Linux administration, firewall configuration, and security troubleshooting.
* Developed practical skills in identifying vulnerabilities, performing security audits, and protecting networks.

**Southern Union State Community College** – Opelika, AL  
*Associate of Applied Science in Office Management/Medical Coding* | May 2015