

MIA N. MARONER

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QUALIFICATION SUMMARY

Accomplished and dedicated Executive Assistant with more than 15 years office experience, planning, coordinating and supporting daily operational and administrative functions. Excels in resolving administrative challenges with innovative solutions and process improvements, with increased administrative efficiency and customer satisfaction.

- ♦ Demonstrates ability to provide wide-ranging administrative support to executive-level staff.
- ♦ A strong planner and problem-solver who readily adapts to change, works independently and consistently exceeds executive support expectations.
- ♦ Able to juggle multiple priorities and meet deadlines without compromising quality.
- ♦ Ability to present ideas clearly and effectively, both orally and in written form.
- ♦ Provides a diverse range of administrative support, including support to physicians, medical foundations, physician office groups, children's hospital and large academic organizations.

KEY SKILLS

Administrative Skills:	<i>Office Management Executive Support Report & Document Preparation</i>	<i>Event Management Calendar Travel Coordination Types 70 WPM</i>	<i>Billing & CPT/ICD-9 Coding Medical Terminology</i>
Computer Proficiency:	<i>Microsoft Windows Word Microsoft Excel Microsoft Excel Microsoft PowerPoint</i>	<i>Microsoft Visio Microsoft Access Microsoft Kronos Lotus Notes Outlook</i>	<i>IDX LMR CAS PCIS MOX</i>
			<i>PowerChart Epic</i>

PROFESSIONAL EXPERIENCE

An administrative career which involves planning, coordinating and performing administrative activities for a wide-range of executives. Successfully held positions of increase responsibility, serving as Office Manager and Assistant to the Vice President of Patient Services, Chief Nursing Officer, Cardiothoracic Surgery Section Head, Hematology, Oncology and Urology Surgeons.

Key Results:

EXECUTIVE SUPPORT/OFFICE MANAGEMENT & ORGANIZATION

- ♦ Manages all aspects of day-to-day operations in support of executive staff, surgeons, nurses and Patient Care Services Department.
- ♦ Maintains appointment schedules by planning and scheduling meetings, conferences, teleconferences and travel. Schedules and coordinates diagnostic testing, patient office visits with physicians and diagnostic tests using IDX, LMR and CAS.
- ♦ Conserves physician and/or senior management's time by consistently reading, researching, and routing correspondence, drafting letters and documents; collecting and analyzing information; and initiating telecommunications.
- ♦ Organizes attendance at executive level meetings and special events; Records, transcribes and publishes meeting minutes.
- ♦ Maintains compliance of office activities with published policies and standard operating procedure.
- ♦ Independently researches, develops and drafts letters, memoranda and reports to communicate physician and management staff decisions, ideas, and agenda.
- ♦ Coordinates travel arrangements, symposium attendance and all tasks related to travel.
- ♦ Receives, processes and distributes mail and facsimiles to relevant medical staff.

COMMUNICATION: REPORTS/DOCUMENT PRODUCTION/TRAINING/TECHNOLOGY

- ♦ Analyzes and interprets results of physician and management studies to prepare reports, detail findings, recommendations and conclusions.

- ◆ Prepares or directs the preparation of technical data related to Patient Care Services.
- ◆ Responds to administrative and patient flow issues that may not be addressed by established policies or procedures.
- ◆ Independently researches, develops, and composes presentation materials and speeches for executive staff and senior managers.
- ◆ Initiates written communication for manager's review, to include editing and customizing documents provided from outside sources.
- ◆ Effectively communicates medical concepts to patients using layman's terms to facilitate understanding.
- ◆ Assists in the training and orientation of new employees.

CUSTOMER SERVICE & INVOICING

- ◆ Welcomes guests and patients by greeting them in person or on the telephone, answering and directing their inquiries.
- ◆ Maintains records of billing while accurately applying co-pay verification standards for collection.
- ◆ Maintains patient records and performs routine front office and general office tasks.
- ◆ Completes requisition slips related to blood work, specialty testing and x-rays.
- ◆ Assists patients in completing encounter forms. Coordinates inpatient admissions with the Admitting Department; Arranges patient transportation to and from medical facilities.
- ◆ Maintains customer/patient confidence while guarding confidentiality standards and protecting office operations.

EDUCATION & CERTIFICATIONS

ASHFORD UNIVERSITY — Clinton, Iowa

- ◆ Business Administration: *Current Attending (2010 to Present)*

BRYMAN INSTITUTE — Brookline, Massachusetts

- ◆ Medical Office & Assisting: *February to October 2006*

VIRGINIA STATE UNIVERSITY — Petersburg, Virginia

- ◆ Chemistry/Pre-Med: *August 1991 to February 1994*

Professional Certifications:

- ◆ Certified Medical Assistant

Professionals Affiliations:

International Association of Administrative Professionals (IAAP) - Atlanta Chapter

PROFESSIONAL WORK HISTORY

Ralph University Hospital, Atlanta, Georgia – May 2007 to Present
Assistant to Vice-President of Patient Care Services/Chief Nursing Officer

Northwestern Holiness Faculty Foundation, Chicago, Illinois – April 2006 to August 2006
Assistant to the Section Head of Cardiothoracic Surgery

Dr. Rowland Farwell, Brookline, Massachusetts – May 2003 to July 2004
Office Manager

Massachusetts General Hospital, Boston, Massachusetts – November 2001 to May 2003
Assistant III to Hematology/Oncology Physicians & Surgeons

Children's Hospital, Boston, Massachusetts – March 2001 to September 2001
Assistant II to Urology Surgeon

Boston's Community Medical Group, Boston, Massachusetts – March 1999 to March 2001
Office Assistant

Mount Auburn Hospital, Cambridge, Massachusetts – July 1997 to March 1998
Office Assistant