

COUTAIN, JESSICA

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OBJECTIVES

To assume a position which offers an expanded area for advancement, tenure responsibility, full utilization of acquired skills and expertise to support operational development and business practices.

EDUCATION

Broward College
05/18 Business Administration

EXPERIENCE

Agency for Health Care Administration ♦ 1400 W Commercial Blvd
Regulatory Specialist 105/2017 – 08/2018

Receives and routes telephone calls regarding the regulatory functions in Medicaid, answers which may involve interpretation of policy and procedures HR liaison office manager Report leave and time sheets order supply set up meeting arrange travel Oversees the maintenance and performance of the Fort Lauderdale Field-Based Plan Management equipment. Schedules regular ongoing maintenance and arranges for repair in a timely and cost-efficient manner. Works with the building manager to address building maintenance and repair issues. Manages building security; activates, issues, and deactivates entry swipe cards.

Nova University ♦ 3200 S University Drive
Administrative Assistant 01/2011 – 07/2018

Service Recovery Handling complaints (from both staff and patients) Maintains office services by organizing office operations and procedures; preparing payroll; controlling correspondence; designing filing systems; reviewing and approving supply requisitions; assigning and monitoring clerical functions. Provides historical reference by defining procedures for retention, protection, retrieval, transfer, and disposal of records. Maintains office efficiency by planning and implementing office systems, layouts, and equipment procurement. Designs and implements office policies by establishing standards and procedures; measuring results against standards; making necessary adjustments

SKILLS

• Microsoft Work

- ♦ Power Point
- ♦ Excel
- ♦ Ariba
- ♦ Kronos
- ♦ Work Day
- ♦ DMAS
- ♦ Trigga
- ♦ Quicken