



To Mayor and Council

Serving on this board will be a significant and meaningful way to participate in civic life. As a member, I will be able to share my expertise while directly participating in shaping my community, gaining new skills, and sharing diverse viewpoints.

In addition to my several years of management, where I have gained experience on preparing departmental requisitions, disbursements, and purchase orders, I also have gained a strong background in human development and possess a broad range of experience in billing, recruiting, and training. My ability to communicate in three different languages, French, Spanish, and Haitian Creole, intensify my communication and people skills which enable me with great customer services skills.

I would be thrilled to have the opportunity to serve on your board and put my knowledge to use. I am confident you'll find me a good fit for your needs as a Board Member

Thank you,

Nadia Assad

8021 NW 47 COURT

## **Nadia Assad**

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### **Office Administration**

#### **Career Profile**

Administrative manager of medical offices for more than eight years managing the daily operations of fast paced medical office and supervising staff to ensure efficient, functional running of healthcare facility and operative clinical activities.

#### **Key Skills:**

Communication Skills | Multitasking | Prioritizing and Time Management | Organization  
Customer Management | Conflict Resolution/ People Oriented.

#### **OBJECTIVE:**

To obtain a position with an opportunity for professional challenges to enhance my professional skills in a dynamic workplace. In addition, to seek a position in which I can contribute to the development of the organization with my extensive office management experience and build a long-term career with an opportunity for professional growth.

#### **QUALIFICATIONS:**

Extremely Professional and business oriented.

Dedicated to complete tasks successfully.

Dependable and reliable work ethics.

Eager to accept responsibility and challenges.

Easily assimilate knowledge to enhance work performance.

Team player- A leader among my peers.

Proficient in three languages: French, Spanish, and Creole.

Excellent telephone etiquette.

Computer literate: Knowledge in Microsoft Word, Microsoft office, Excel, Powerpoint

#### **WORK EXPERIENCE:**

**Constituent Service Aid: City Of north Miami/ Mayor and council office 12/2017- present**

Handle casework correspondence and oral communication from constituents as well as act as a liaison with City and /or local agencies

Prepare periodic reports for the Director of Constituent Services, City Director, and other City staff members on pending casework activities

Communicate with city officials to apprise them of constituents' problems and to assist in achieving the resolution thereof

Notify constituent of case resolutions

Served as surrogate speaker for the Representative at events throughout the District

Spearheaded outreach events involving the Representative with municipal and state leaders.

Preparing departmental requisitions, disbursements, and purchase orders, communicating with outside vendors, aiding with project planning and research.

**Front Desk Manager: South Florida Rheumatology**

**12/2016 – 11/2017**

Monitoring providers' schedules to ensure that appointments are scheduled according to established guidelines. Maximizes filling "no shows" with walk-in patients in a timely manner, as needed. Responsible for maintaining office supplies inventory.

Build work teams to promote and improve effective health center operations.

Provide staff training and orientation to new hires or volunteers working or assigned to department.

Monitor reminder notices to patients re: upcoming appointments.

Monitor daily cash receipts, internal control systems and resolves discrepancies with business office. Work with staff to maximize collections within clinic guidelines.

Work with the supervisor to conduct periodic audits for quality assurance and compliance by department staff.

Positively impact patient experience by demonstrating values of Transforming Care including, but not limited to, courteous and helpful behavior and a commitment to accuracy.

**Office Manager: Dr Parikh Bhadresh**

**6/2015- 11/10/16**

Provided excellent customer service and ensured all patients were well attended.

Managed office operations, workflow, office staff – including recruitment, performance management and training/development of specialty practice.

Provided support and performed regular QA reviews for client intake, registration and scheduling functions. Managed client reception and client services coordination.

Maintained and operated the electronic health records and billing system.

Managed facility procedures related to insurance and billing and solved patients' queries regarding their insurance renewal and expiry.

Provided the required leadership, support and direction for office initiatives and special projects.

Helped the accounting departments in generating staff payroll on a weekly basis.

Monitored the equipment and supplies used in the office and facilitated repair or replacement as per requirement.

Facilitated the management in completing general formalities related to the patients such as insurance and medical reports.

**Office Manager: Douglas Gardens Community for Mental Health**

**9/2012 - 05/2015**

Oversee the Day to Day Operation of the Mental Health Medical Office

Provide administrative support to all staff including: Case Managers, Therapists and Psychiatrists

To ensure that the office is running at its most optimal/ most efficient level

Process and verify insurance as a utilization review specialist.

Assisting with Recruiting, Training, Credentialing, and Payroll.

Maintained and operated the electronic health records and billing system.

**Office Manager: Bay view Center for Mental Health, Inc.**

**11/2009- 8/2012**

Oversee daily operations of the Mental Health Medical Office.

Responsible for Utilization Review by ensuring that all charges and payments to insurance companies including insurance verification, pre-certification, referrals and co-payments.

Oversee chart preparations and coordination client's services with medical staff.

Process pharmaceutical requests for the Physicians

Liaised with human resource to revise and update the current employee policy and procedures.

Primary point of contact with DCF and DOC to ensure scheduling of Psychiatric Evaluation.

**Loan Processor/ Administrative Assistant: Universal Financial Network, Inc.  
2/2007-1/2009**

Performed daily office functions including: filling, charting, organizing, data entry, answering multiple phone lines.

Provided Customer services for clients.

Primary point of contact with various institutional lenders, buyers, and sellers.

**Front Desk Supervisor: Golden Strand Ocean Villas Resort 4/2005 -1/2007**

Coordinated all services for condo residents. Primary point of contact for various buyers. Organized monthly employee orientation.

Effectively resolved conflicts concerning guests and residents. Prepared welcome packages and contract for guests and owners

Followed up on all guests' requests and complaints to ensure quality services have been provided.

Processed payments and made account adjustments to accounts in which payments were received.

**Medical Assistant Front and Back office: Memorial West Medical Center 6 /2004-2/2005**

Assisted and performed numerous office duties such as scheduling, confirming clients' appointments, chart preparation, utilization review and processed co-payments.

Primarily responsible for ordering medical supplies.

Ensured that patients remained current with necessary vaccines such as B-12 and Flu shot. Obtained and reported vital signs and EKG to physician to ensure continuity of care.

**EDUCATION:**

Associate in Patient Care Technician/ Associate in Arts (A.A) in Hospitality/  
Certificate in Management

**Certification and CEU's**

Management and supervision

Blood borne Pathogens/Infection Control

HIV/AIDS/OSHA/Tuberculosis/Hepatitis

BLS

HIPAA

Cultural Diversity for All Employees and Clients

Civil Rights Act

Customer Service

Notary Public