

LA-CHELLE PITTS

EDUCATION

Ultimate Medical Academy

Associate of Science Degree / Health Sciences – Healthcare Technology & Systems, 2020

American Professional Institute

Certificate – Medical Assistant and Phlebotomist 2008

KEY QUALIFICATIONS/SYSTEMS

Medical Administrative Support ▪ Patient Scheduling ▪ Basic Billing & Coding ▪ Medical Records Health Records Management ▪ Document Scanning ▪ HIPAA Compliance ▪ Medical Terminology ▪ Data Entry & Security Patient Reimbursement Processing ▪ Release of Information (ROI) ▪ Health Information Technology Customer Service ▪ Communications ▪ Medical Laws & Ethics Electronic Health Records (EHR) ▪ Electronic Medical Records (EMR) ▪ Medical Software ▪ Greenway Prime Suite HER Computer Office Applications ▪ Computer Support ▪ Data Collection Greenway Prime Suite EHR ▪ Microsoft Office (MS Word, MS Excel, MS Outlook, and MS PowerPoint) ▪ Logistical support▪ AAFES Exchange/vendor Partnership Marketing Program▪ Armed Services Exchange Regulations DoDI 1330.21

PROFESSIONAL EXPERIENCE

Robins Federal Credit Union – Warner Robins, GA

01/2022– Present

Call center Agent

- Distinguished as a top producer and revenue-generator
- Answered 10+ callers per hour, exceeding call rate target by 15%
- Engaged with 50+ customers during shift, beating call volume shift target by 25%
- Met and exceeded call center volume, sales and customer satisfaction goals during each quarter
- Resolved 10-20 weekly customer complaints, reducing the likelihood of negative reviews by 25%

Houston Medical Center – Warner Robins, GA

05/2019– 01/2022

Catering Associate / Customer Service Associate

- Prepare and served food for 20-25 clients daily following specific diet restrictions.
- Trained 2-3 new employees on updating patient demographics, reports, maintaining files, and answering phone calls
- Abided by HIPAA regulations to safeguard patient privacy.

Pavilion – Warner Robins, GA

11/2019–01/2022

Cashier / Customer Service Associate

- Open store, prepare food items, make sure store is clean and ready for business, and take inventory.
- Process transactions, accept payments, and ensure accuracy of cash drawer.
- Work as part of a team and interact with diverse customers and staff members.

Phoenix Center Behavioral Health – Warner Robins, GA

02/2018 – 11/2019

Direct Support Professional

- Maintained a safe, supportive environment for individuals with developmental disabilities in a group home.
- Supervised 8 patients, trained new employees, entered medical codes into computer, scheduled doctor appointments, maintained files, and picked up and administered medication.
- Assisted with and supervised daily activities, provided emotional support, escalated issues to and reported concerns to Counselors and Supervisors.
- Provided transportation, handled finances, taught budgeting, and updated patient demographics.
- Documented patient conditions and activities.

Private Duty Care – Warner Robins, GA

04/2015 – 06/2019

Personal Caregiver

- Provided care for a cancer patient.
- Scheduled appointments, budgeted finances, paid bills, and ordered supplies.
- Assisted with personal hygiene activities, administered medication, transported to and from treatments, ran errands, and handled housekeeping duties.

The Army and Airforce Exchange / Subway Restaurant – Warner Robins, GA 04/2015 – 06/2016

Supervisor / Customer Service

- Managed 6 store associates, trained 2-3 new employees, and participated in the interview process.
- Lead 7-14 people engaging in planning, evaluating, organizing and monitoring progress of AAFES customer service
- Created schedules, answered phones, took inventory counts. and delegated tasks.
- Knowledge of government policy, laws, procedures and regulations related to planning, programming and budgeting systems for the Department of Defense and Air Force
- Forecasted resource requirements using knowledge of specialized budgetary control principles while using the Armed Services Exchange Regulations DoDI 1330.21
- Responsible for controlling inventory and providing central materiel logistic support for the AF mission
- Demonstrated expert knowledge in all functions of inventory management such as requirements determination, procurement, distribution management for food services
- Built effective employee relationships, motivated staff, and ensured restaurant was ready for business.

Calle Vinas Home Care – Warner Robins, GA

02/2014 – 04/2015

Direct Support Professional

- Support individuals with developmental disabilities in their homes.
- Assisted with daily activities such as meal preparation and planning, medication administration and reminders, and personal care.
- Provided transportation to activities and doctor appointments, scheduled appointments, handled light housekeeping duties, and ran errands.
- Documented activities and reported changes in client condition.

High Loft Hills – Hawkinsville, GA

01/2012 – 12/2014

Leasing Consultant / Administrative Assistant

- Accepted applications, verified for accuracy, and delivered to manager.

- Answered phones, responded to questions, and provided high quality customer service.
- Filed documents and records and printed and faxed applications and updates.
- Maintained a friendly, professional demeanor and worked effectively as a team member.

VOLUNTEER EXPERIENCE

Houston Medical Associates – Warner Robins, GA

2010-2011

Medical Assistant

Scheduled Appointments ▪ Took Dictation ▪ Answered Phones ▪ Greeted Visitors ▪ Kept Records ▪ Prepared Notes

AWARDS/RECOGNITION

Houston Medical Associates – Warner Robins, GA

2010-2011

Medical Assistant