| Serina Lezama |
| --- |

331 Saratoga Avenue, Brooklyn, NY 11233 | (347)598-1409 | serinalezama1@gmail.com

*Detail-oriented and highly organized professional with experience in customer service, administration, and healthcare support. Skilled in managing operations, assisting clients, and streamlining workflows to improve efficiency. Adept at multitasking in fast-paced environments, providing exceptional client support, and ensuring compliance with policies and regulations.*

# Core Skills

* Customer Service & Client Relations
* Administrative Support & Records Management
* Insurance Processing & Billing Assistance
* Team Collaboration & Problem-Solving
* HIPAA Compliance & Confidentiality
* Strong Organizational & Multitasking Abilities

# Experience

**WALGREENS/DUANE READE | PHARMACY TECHNICIAN | SEPTEMBER 2024- February 2025**

* Assisted pharmacists in preparing and dispensing medications, ensuring accuracy and compliance with safety regulations.
* Managed pharmacy inventory, processed insurance claims, and maintained detailed records.
* Delivered exceptional customer service by addressing inquiries and providing medication guidance.

## NYC DepT. of Education | Sub Paraprofessional | September 2021- June 2024

* Supported classroom management and reinforced lessons under teacher supervision.
* Assisted students with special needs, including those with physical and cognitive disabilities.
* Ensured a safe and structured environment by supervising students during class and recess.
* Documentation and Reporting: Assisted in maintaining records, documenting progress, and tracking student behaviors or needs as required.
* Individualized Education Plan (IEP) Support: Follow and support the implementation of students’ IEPs, ensuring that accommodations and modifications are applied in the classroom.

**BARCLAYS, BROOKLYN, NY | VIP GUEST REPRESENTATIVE | OCTOBER 2021 – MARCH 2022**

* Greeted and escorted VIP guests, ensuring a seamless and welcoming experience.
* Assisted guests with special accommodations and resolved concerns efficiently.
* Collaborated with security and event staff to uphold safety and service standards.

**TENENBAUM FAMILY PRACTICE | FRONT DESK RECEPTION | JUNE 2020- DECEMBER 2020**

* Managed patient check-ins, scheduled appointments, and verified insurance details.
* Maintained accurate electronic medical records (EMR) while ensuring HIPAA compliance.
* Provided administrative support and resolved patient inquiries with professionalism.
* Insurance Verification and Billing Support: Verified patient insurance coverage, assisted with basic billing inquiries, collected co-pays, and ensured accurate entry of billing information.

**DODGE YMCA, BROOKLYN, NY | CAMP COUNSELOR | MAY 2019 TO JUNE 2020**

* Supervision of Campers: Ensured the safety and well-being of campers.
* Activity Leadership: Planned, organized, and led various age-appropriate activities, including arts and crafts, sports, outdoor adventures, games, and team-building exercises. Engage campers in activities and encourage participation.
* Assistance with Camp Operations: Assisted with setup, cleanup, and general maintenance of camp facilities and equipment. Help prepare and organize materials for daily activities.

# Education

## BA - PSYCHOLOGY | MAY 2025 | CUNY MEDGAR EVERS COLLEGE, NY

## A.A.s in INDIVIDUAL STUDIES | AUGUST 2019 | SUNY MORRISVILLE COLLEGE, NY