

RESUME 1019

OBJECTIVE

Versatile professional transitioning into medical billing and coding, backed by a newly completed certification and a strong foundation in healthcare, quality assurance, and team leadership. Brings hands-on patient care experience as a Home Health Aide, detail-driven accuracy from quality assurance inspection, and proven leadership from managing retail teams. Known for reliability, attention to detail, and the ability to quickly learn new systems and processes.

SUMMARY OF QUALIFICATIONS

- Recently completed Medical Billing and Coding Certification, with working knowledge of medical terminology, ICD-10/CPT coding basics, and insurance claims processes
- 10+ years of combined experience in healthcare support, quality assurance, and retail leadership
- Direct patient care background providing exposure to medical documentation, care coordination, and confidentiality standards (HIPAA-aware)
- Proven track record leading teams, training staff, and managing daily operations in fast-paced environments
- Strong quality assurance and inspection experience with a sharp eye for accuracy and compliance
- Reliable, detail-oriented, and comfortable learning new software systems and administrative processes
- Excellent communication and customer service skills built through years of direct public and patient interaction

EDUCATION, TRAINING, AND ACHIEVEMENTS

Medical Billing & Coding Certification – July 2026

Bryant & Stratton, Getzville, NY

High School Equivalent

Adult Education Center, North Tonawanda, NY

PROFESSIONAL EXPERIENCE

10/2024 – Present ***Team Associate – Previously Team Lead***

05/2018 – 03/2023 Walmart, Lockport, NY

- Supervised front-end associates and cashiers, coordinating staffing and workflow to keep checkout operations running smoothly
- Resolved customer service issues and supported team members during high-volume periods
- Assisted customers with electronics purchases, product questions, and returns
- Processed transactions accurately and maintained department organization and stock levels
- Built a foundation in customer service and retail operations
- Maintained department organization, stock levels, and accurate product displays

04/2023 - 07/2024 ***Assistant Store Manager***

Dollar General, Akron, NY

- Supported store manager in overseeing daily operations, staff supervision, and inventory management
- Helped train and onboard new employees
- Assisted with scheduling, merchandising, and ensuring compliance with company standards
- Handled customer escalations and resolved issues to maintain satisfaction
- Assisted with loss prevention and inventory audits to minimize shrinkage

03/2017 - 12/2017 ***Team Lead / Quality Assurance Inspector***

Benchmark, Sanborn, NY

- Led a team responsible for inspecting products/processes for accuracy and compliance with quality standards
- Identified and documented discrepancies, working to resolve issues efficiently
- Applied strong attention to detail — a skill directly transferable to reviewing medical claims and coding accuracy

02/2002 - 09/2016 ***Home Health Aide***

VNA of Western New York, Williamsville, NY

- Provided personal care and daily living assistance to patients in home settings
- Monitored and reported changes in patient condition to care coordinators
- Gained direct exposure to healthcare documentation, patient records, and medical terminology
- Assisted with medication reminders, mobility support, and basic health monitoring