
(737) 245-2053 • elenanatx@me.com • Georgetown, TX 78628

Efficient professional with 20+ years of experience and a proven knowledge of customer service, administrative support, and operating policies & procedures. Aiming to utilize my skills to successfully fill an project analyst position for your organization.

Experience

FEB '22 - PRESENT

Patient Services Specialist I | Baylor Scott & White, Georgetown, TX

Provides administrative support at a BSW clinic, ensuring high quality, patient-centered clerical services and care. Responsibilities include patient relations, check-in and check-out, scheduling, insurance verification and answering phones.

AUG '16 - AUG '21

Staff Support Coordinator | Texas Legislative Council, Austin, TX

Direct supervisor and trainer of the receptionist staff. Managed access security levels, keys, and parking privileges to agency staff. Maintained related documentation and reconciled security records with TX DPS. Managed agency records database and the disposition of obsolete records. Monitored the staff support service request line. Maintained agency internal and external directories and their databases. Maintained Human Resources Library.

JAN '13 - JUL '16

Receptionist | Texas Legislative Council, Austin, TX

Served as an Administrative Assistant to the Staff Support Coordinator and was the lead Receptionist for the agency. Responsibilities were greeting clients in the agency's main reception office. Providing information about the agency and the legislative process. Placing, answering, and transferring phone calls using a telephone console. Coordinating and scheduling appointments for agency meeting rooms. Handling the distribution and pickup of legislative publications, documents, and maps. Coordinated updates to training resources for agency receptionist. Oversaw the monthly employee listing database for agency phone cards and phone books. Created and maintained the Human Resources Library.

APR '06 - DEC '12

Records Assistant | Texas Legislative Council, Austin, TX

Managed the business of the agency records office ensuring the accurate logging and filing of agency records. Served all divisions by assisting with the organization and retrieval of records. Performed records management independently and maintained the database for a multitude of records at the offsite warehouse Ensured the retention and disposition of agency records in accordance to state laws.

OCT '02 - MAR '06

Administrative Secretary II | Texas Legislative Council, Austin, TX

Served as receptionist for all TLC agency divisions and administered assistance in the Records Office. Responsibilities were to receive visitors; provide general information; placing, answering, transferring, and logging calls using a telephone console and computer; generating new draft request files for divisions; finalizing inter-agency file request; assisting with filing agency records; created the agency Records Warehouse Log database.

Education

Completed Coursework Towards Bachelor Of Arts (B.A.) In English

St. Edward's University, Austin, TX