

# Charmaine Newman

## CONTACT ME

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## EDUCATION

### AS, Healthcare Management

Ultimate Medical Academy

2022

### Certified Pharmacy Technology Program

University of Southern Alabama

2016

## SKILLS

MS Teams, Zoom, Skype  
Microsoft Office  
Typing/Data Entry (70 WPM)  
Business Operations  
Practice Structure  
Leadership and Management  
Human Resources  
Medical Administrative  
Procedures  
Healthcare Ethics  
HIPAA Compliance  
Accounting/Payroll  
Insurance Verification  
CMS 1500  
UB-04  
Insurance Billing/Claims  
Electronic Health Records (EHR)  
Electronic Medical Records (EMR)  
EHR/EMR Management  
Organization Improvements  
Professional Communications

## PROFESSIONAL PROFILE

Customer service oriented professional with supervisory experience. Able to coordinate workflows and communicate effectively with co-workers, patients, and staff. Follow policies, procedures, and guidelines to ensure quality. Maintain and safeguard patient privacy and confidentiality.

Experience includes working with Accounts Payable (A/P) and Receivable (A/R). Demonstrate independent work initiative, sound judgment, and attention to detail. Strong written and verbal communication skills.

## WORK EXPERIENCE

### Maintenance Coordinator - Guardian Property Management

Fayetteville NC | Feb 2021 - Present

- Performs clerical duties, including filing, photocopying, faxing, posting of notices and ordering of parts and supplies as directed
- Manages the work order system including receiving work requests, assigning work orders, entering system data and responding to requests
- Compiles detailed and accurate reports for the leadership team
- Ensures department compliance with corporate policies and procedures
- Monitors both Accounts Receivable and Accounts Payable
- Effectively prioritizes service requests to ensure efficient completion

### Retail Sales Specialist - GP Mobile LLC

Fayetteville NC | Feb 2020 - Feb 2021

- Administered all point of sale opening and closing procedures
- Computed sales prices, total purchases, and processed payments, describing merchandise and operations to customers
- Trained and developed new employees, directly managing 4 team members
- Stocked, replenished, and organized inventory with accuracy and efficiency, implementing process improvements to inventory procedures and customer service

### Customer Service Representative - Sykes Enterprises

Fayetteville NC | Nov 2018 - Oct 2019

- Managed inbound sales inquiries relating to products and promotions, quickly establishing rapport with customers via phone
- Regularly exceeded targets relating to call volume, sales conversion and customer satisfaction
- Displayed in-depth product knowledge to answer customer queries regarding products, shipping, and order placement
- Served as primary mentor/trainer for new reps and challenging calls for both new and established employees

### Produce Clerk/Customer Service Specialist - Sprouts

Fayetteville NC | Jan 2018 - Aug 2018

- Created orders for the produce department and maintained inventory at optimal levels by anticipating customer demand
- Managed inbound calls, data entry procedures, and training of new employees
- Assisted customers by providing information on pricing, purchases and products and processing transactions and returns

### Retail Department Assistant - Target

Fayetteville NC | Nov 2016 - Nov 2017

- Implemented solutions for inventory issues and organized marketing displays
- Maintained high-level product knowledge and received 95% positive marks for conveying product features and benefits
- Accountable for supervising employees, order placement, and processing payments and data entry tasks