**Kamia Pettway**

**135 McKinley Avenue, Stratford, CT 06615** ● 203-502-3786 ● kamiapettway@gmail.com

Dependable and resourceful professional seeking an opportunity to work within an office or medical environment where I can apply my knowledge, skill set and be a service to others.

SUMMARY OF QUALIFICATIONS

* Proficient in: Microsoft Word, Excel and PowerPoint with the ability to type 70+ words per minute
* Bilingual at an Intermediate level in speaking, writing, and reading Spanish
* Highly adaptable and resourceful—rapidly learning new procedures and processes, quickly adjusts to changes in schedule, environment and organizational objectives.
* Detail-oriented with exceptional multi-tasking abilities and effective interpersonal and communication skills.

Professional Experience

**CLINICAL RECEPTIONIST**  September 2017-Present

ULTIMATE STAFFING (YALE ORTHOPAEDICS AND REHABILITATION) New Haven, CT

*Temp/Casual*

* Communicate messages to staff via Epic
* Forward incoming calls and faxes to appropriate staff
* Scan documents and media into patients’ charts
* Assist patients with scheduling office visits

**CLINICAL RECEPTIONIST**  May 2017-September 2017

ULTIMATE STAFFING (YALE HEALTH PLAN) New Haven, CT

*Temp/Casual*

* Utilize EPIC system to check in patients, schedule appointments and convey messages to medical staff
* Forward incoming prescription requests and answering service messages to appropriate provider

**CALL CENTER REPRESENTATIVE** December 2016-May 2017

NORWALK MEDICAL GROUP Norwalk, CT

*Full-Time*

* Verify patient’s eligibility for medical coverage via phone or insurance websites
* Forward incoming prescription requests and answering service messages to appropriate provider
* Communicate messages to doctors and medical assistants via Cerner systems or phone
* Schedule appointments for new and established patients
* Scan documentation into patient charts
* Call patients to remind of upcoming appointments

**VERIFIER** May 2014-December 2016

LOGISTICARE SOLUTIONS, LLC North Haven, CT

*Full-Time*

* Access the Connecticut Department of Social Services website to verify member’s eligibility for transport
* Authorize or deny requests for transportation that are pending proper documentation
* Maintain communication with outside parties via email or phone
* Process paperwork that requests non-emergency medical transportation to a specific provider
* Create and update spreadsheets for critical projects

Education

**emergency medical technician** March 2017-May 2017

Housatonic Community College Bridgeport, CT

* CT State Licensure
* NREMT Certification

**Associate’s in Science** September 2009 – May 2013

Housatonic Community College Bridgeport, CT

* Criminal Justice Degree
* Dean’s List