

Jennifer Smith

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INTAKE COORDINATOR

Leadership / Training / Customer Service / Admissions Screening / Public Relations

Highly motivated and knowledgeable Intake Coordinator. Experience with teams from diverse backgrounds; community minded individual with an energetic style that provides efficient, cost-effective utilization of resources while developing relationships and maximizing customer service. Strengths consist of excellent knowledge of medical records and administrative processes; dedicated to the highest standard of integrity and healthcare excellence.

Professional Strengths

- Pre-Admissions Screening
- Public Relations & Customer Service
- Knowledge of Administrative & Clinical Procedures
- Research & Development
- Budget Management
- Risk Management
- Financial Record-keeping
- Individual Assessment & Planning
- Quality Assurance
- Leadership & Training

Professional Experience

TREATMENT CONSULTANT

Sovereign Health Group, Delray Beach

2014 - 2015

Responsible for intake of initial patient referrals, insurance benefits verification and coordination of new admissions. Worked off site using Zoho (CRM) and Calltrackingmetrics phone systems. Worked on call 24/7 for a patient I had full responsibility for.

- Assisted and communicated with adolescents and their families
- Extended ability to complete all insurance paperwork with patients
- Worked closely with probation officers, judges, juvenile detention centers and attorneys
- Created bio-psycho-social assessments for the mental health admissions department
- Prepared and coordinated financial resources for pre-admissions of patients

KICK BOXING/BOXING INSTRUCTOR

9Round, Boca Raton, FL

2011 - 2014

Hired to instruct groups or individuals in exercise activities and the fundamentals of kickboxing/boxing. Demonstrate techniques and methods of participation. Observes participants and informs them of corrective measures necessary to improve their skills. Facilitates on-site training sessions and informational workshops providing instruction on making healthy life decisions.

- As a result of superior service and results, personal training clientele increased by 50% over the last 3 years
- Monitor a group of 20 overweight people who lost 7-10 per cent body fat under my supervision
- Develop daily workouts (WOD)
- Modify specific exercises for members with injuries and/or weaknesses
- Train new members in kickboxing/boxing basics
- Enforce safety regulations governing sports, recreational activities, and the use of exercise equipment

FRONT DESK ATTENDANT

Jaco Hybrid Training Center, Boca Raton, FL

2013 - 2014

Provide information to customers in selecting memberships, facilitate tours, answer phone calls, instruct members of the correct use of exercise equipment with emphasis on the importance of overall general kickboxing routines.

- Training clientele increased by over 30%
- Increased sales by 20%
- Check members into system and ensured safety among all members

PERSONAL TRAINER
LA Fitness, Boca Raton, FL**2011 - 2012**

Worked with gym clients, completing assessments for new clients, creating and implementing training and nutrition schedules. Assisted members in setting goals, maintained database for progress. Organized group workouts for members that included aerobic and weight training routines. Coordinated and organized marketing and special events to promote gym and personal training services.

- Created specialized training programs for groups and individuals
- Taught proper breathing techniques used during physical exertion
- Offered alternative exercises during classes to accommodate different levels of fitness
- Developed individual exercise programs based on age, physical needs and limitations

INTAKE COUNSELOR
The Treatment Center, Lake Worth, FL**2011 - 2012**

Responsible for intake of initial patient referrals, insurance benefits verification and coordination of new admissions with nursing and pharmacy. Additionally, responsible for preparing and managing paperwork and documentation required for billing.

- Works to ensure compliance with accrediting bodies, State, Federal, OSHA, ACHC and other regulatory standards. Follows all agency department policies and procedures. Ensures each admission meets admission criteria
- Immense ability to collect information from a patient before treatment
- Extended ability to complete all intake paperwork with patients
- Broad knowledge of community resources in the areas such as Medicare public aid and social security

INTAKE COUNSELOR
Lakeview, Pompano, FL**2011 - 2012**

Used multifaceted program delivery strategies to accommodate multiple learning styles in a workshop setting.

- Performed behavioral health assessment of, scheduling of appointments with physicians for, and admission of patients with mental health disorders
- Responded to queries, concerns and requests from customers, patients, callers and visitors for information related to appointment, admission, referral, and patient-related services
- Counseled patients on behavioral health services and referred to community and social service agencies

ADDICTION COUNSELOR INTERN
H&L Counseling, Forest Hills, NY**2006 - 2008**

Provided exceptional care and implemented effective treatment plans for children, adolescents and adults experiencing or exposed to drug and alcohol abuse. Assisted with group counseling sessions for sex offenders and people exposed to sex offenders.

- Assisted in clinical intervention and therapeutic counseling of clients and patients
- Enhanced professional self-growth by attending in-service meetings, workshops, and professional development programs
- Prepared and maintained monthly reports and records related to number of phone calls handled, appointments scheduled and patient referrals made
- Ensured compliance of job activities with departmental objectives, policies, and procedures

HOUSE MANAGER
Horizons, New York, NY**2004 - 2006**

Served as an advocate for house before committee groups. Served as a mediator between residents and community if problems arose.

- Maintained security of house residents
- Communicated with parole officers
- Performed daily room checks, collected rent payments, and verified employment

Certifications

- 9Round Certification
- C.A.S.A.C.T (Credentialed Alcohol and Substance Abuse Counselor)
- World Fitness Association Certified
- Dynamic Variable Neuromuscular System Certified
- CPR-AED Certified

Education

University of Wisconsin, Green Bay, WI

Associate Degree in Psychology

NYC Oasis Program, New York, NY

NYC Office of Alcohol and Substance Abuse Services