

Alisa A. Emanuel

- 11/22 – 12/23 **TIC International, Bingham Farms, MI**
Employer Participant Representative/Receptionist
- **Balance & Audit Batches** using Excel and SAP, Data Entry
 - **Calculate Percentages** for proper Pension Payments, Type Checks
 - **Customer Service** over the phone and in person, Filing and assist in the office
- 1/22 – 11/22 **Hypertension Nephrology Associates, Livonia, MI**
Medical Receptionist Check In & Check Out
- **Ensure necessary and correct information** is in Patient's EHR & PM Charts
 - **Check Patients In & Out**, Schedule appts using **Advanced MD**, Collect Payments
 - **Collect Payments**, Explain Referral Orders to Patients, create Lab Orders
- 5/21 – 9/21 **Michigan Orthopedic Specialists, Dearborn, MI**
Front Office Manager & Check Out
- **Create Orders & Schedule** MRI, Physical Therapy, & Venous Doppler
 - **Talked with patients** Regarding their concerns & follow up instructions
 - **Diagnostic Codes** looked up and inputted, Scheduled appointments
 - **Complete** FMLA papers, Check In with **Phoenix & Open Practice Solutions**
- 1/17 - 3/21 **Edustaff, LLC Grand Rapids, MI**
Temporary staffing for schools: Fill in for Secretarial, Media Ctr & Teaching positions
- 6/20 – 10/20 **Beacon Health Strategies, Wixom, MI**
Claims Department Secretary
- **Medical Claims** Check for Accuracy, Create claims, **Office work** Scanning, Filing
 - **Excel Reports** update and send to management, **Mail Correspondence Duties**
- 5/90 – 9/23 **Berry Productions, Garden City, MI**
Production & Promotion, D.J., Emcee – PART TIME ONLY wedding & events
- **Promotional work and set up and break down** for community and private events
 - **Customer Service** Meet with clients to discuss details of their event, & contract
 - **Office Work** Record keeping & tracking mileage for taxes, filing & creating invoices
- 5/17 – 9/17 **Building Department, Farmington Hills, MI**
Clerk Typist I/Customer Service-Temporary position
- **Customer service** at the counter & over the phone about questions & concerns
 - **Issue permits & register licenses** Building, plumbing, & electrical using **BS&A**
 - **Schedule Inspections** in the proper order and as needed. **Scanning** Blue Prints
 - **Office work** Checking permit status, **Create** a training folder for future employees
 - **Calculate Fess** for licenses, permits, and fines
- 10/14 – 3/16 **FedEx Ground, Livonia, MI**
Operations Administration/Office Clerk & Customer Service & Package Handler
- **Customer Service** in person & over the phone, **Hazmat** assistance
 - **Office Work** creating & sending daily reports, spreadsheets, filing, & mail duties
 - **Checking in drivers** Checking paper settlements & clearing their scanners
 - **Computer work** Excel spreadsheets, data entry, job specific applications
 - **Work with warehouse & office staff**, ensuring quality delivery & entering Hazmat
 - **Calling I.T. for repairs/upgrades** to our scanners, repairing scanners as needed
 - **Loading & Unloading** Trucks **Completing COD's & ECOD's** for bank deposit

- 01/06 – 06/13 **Public School Teacher**, Detroit, MI
Teacher for three years at Detroit Public Schools, & 4 years at Charter Schools
- **Classroom Instruction & management**- 2nd - 7th grades, Utilizing office skills and customer relations skills
 - **Management and Teamwork** Classroom and time management, work with community, parents, peers and students
- 07/92 – 08/93 **RAM Communications**, Southfield, MI
Call Center work & customer sales in person
- **Customer Service & Sales** explaining their contracts, insurance deductibles, plan features, up selling accessories, & sending call tags
 - **Collections & billing issues** Explaining bill and plans, and working with the accounting department
- 6/87 – 01/06 **Retail Record Stores**, Southfield, Livonia, Detroit, Westland, & Ferndale, MI
Manager: FYE-Livonia Mall, Record Collector-Ferndale, & MoTunes Music-Ferndale
- **Office Work** Creating daily/weekly/monthly reports, scheduling staff, bank deposits
 - **Customer Sales & Service** Up sales & Ordering product
 - **Cashier** count and balance money in drawers and the safe, Make nightly deposits and ensure proper change is on hand for next work day
 - **Management duties** including scheduling staff, hiring staff, pushing to reach sales goals and reduce loss. Merchandising the store to increase sales
- 5/88 – 6/92 **WHYT 96.3FM**, Detroit, MI
Assistant to Music & Promotion Directors
- **Secretarial & Receptionist duties** Office work & greeting clients in person & over the phone, scheduling meetings, mail duties
 - **Assist the Music and Production Directors** and **Editor** of Newsletter
- 8/89 – 9/91 **Barden Cablevision**, Detroit, MI
Music Coordinator/Librarian, & Producer
- **Filing & Data Entry** Data Entry **Customer Relations** maintained relations with record companies and artists
 - **Set up interviews, scheduled the crew** (camera, light, sound, & host), & venue
- 4/90 – 1/91 **WKBD TV 50**, Southfield, MI
Assignment Editor (Newsroom Management) for ten o'clock broadcast
- **Staff Relations** Met with staff (camera crews, anchors, reporters, & editors) to plan for the broadcast and schedule shoots and guests for the broadcast
 - **Office Work** Answered phones, emails, filing, & direct news crews to new stories

Education:

University of Michigan – Dearborn, MI – Bachelor of Science in Elementary Education
Oakland Community College – Farmington Hills, MI – Associate's in Business Administration
Specs Howard School of Broadcast Arts – Southfield, MI – Radio & TV Broadcasting
Recording Institute of Detroit – East Pointe, MI – Sound Engineering & Music Theory

Computer Skills: 65 wpm, Excel, BS&A, WebMD, Advanced MD, Word, Power Point, Dentrax, Cloud Sensei, Salesforce, Phoenix, OPS Scheduling

Awards: Spirit of Detroit FedEx: Innovation Award, Zero Misloads, 100% Scanning
Best Team Group Achievement Ford Motor Credit: Most Organized Files