

# SHEENA SANCHEZ

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## SUMMARY

Experienced Administrator with 3 years in Healthcare Industry. Skilled in Customer Support, Data Admin, Appointment Scheduler and Insurance Verification. Proven ability to provide excellent results. Committed to contributing strategic insights and driving excellence in dynamic environments.

## WORK EXPERIENCE

### Appointment Scheduler | Insurance Verification Kentucky Counseling Center

Project | June 2023 - 2024

- Doing Insurance verification for patient's eligibility for scheduling an appointment with a Therapist.
- Creating patient charts, sending of emails to Therapists/Clinicians for follow ups and checking availability.

### Data Administrator | Ability Action Australia

June 2023 - 2024

- Checking system for available Diabetes Supplies and Devices.
- Checking patient eligibility and schedule for delivery and for their reordering new supplies.
- Communicating with patients for assistance in placing orders and checking schedules.

### Customer Support | MA Intake | DME Service Solutions

Dec 2022 - April 2023

- Checking system for available Diabetes Supplies and Devices.
- Checking patient eligibility and schedule for delivery and for their reordering new supplies.
- Communicating with patients for assistance in placing orders and checking schedules.

### Laboratory Specialist Flow Health Outsourcing Inc.

Aug 2021 - Dec 2022

- Process Manifest for Lab Samples before transferring to billing.
- Process and encode laboratory information and laboratory test results in lab information system.
- Blood entering result on system, checking patient insurance eligibility
- Collaborating with onshore personnel for test confirmation, validating patient information for insurance purposes..

### Virtual Market Research Interviewer | SSI Phils. Dynata

July 2020 - Nov 2020

- Conducting surveys and interviewing people from certain areas in United States of America about important issues and the upcoming Presidential Election to be used for statistical purposes.

**Rehired for same project May - August 2021**

## EDUCATION

### Bachelor of Science in Computer Science

June 2018 - July 2022

Father Saturnino Urios University

- Computer Studies Program

### Science Technology Engineering in Mathematics

Father Saturnino Urios University

## KEY SKILLS

- Advance knowledge in Google Tools and Microsoft.
- Data Entry
- Organizational and Time Management Skills.
- Corporate Communications.
- Problem Solving.
- Customer Service.
- Attention to details.
- Insurance Verification
- Certified White Belt Lean Six Sigma