

Vickie Carol Hughes

Louisville, KY 40245
502-931-6926
vickie@scottchughes.com

SKILLS PROFILE

- Proficient in Epic and Greenway Electronic Medical Records Programs, Administrators Plus Data Base, Microsoft Word, Microsoft Outlook
- Completed specialized training in Excel and PowerPoint
- Excellent filing, organizational, and editing skills
- Competent in handling confidential paperwork
- Exemplary customer-relations background
- Experience in overseeing large projects, meeting deadlines and goals
- Managerial experience; 30-40 employees

EMPLOYMENT HISTORY

Receptionist

June 2012-present

Advocates for Women's Health, a Part of Norton Women's Care, Louisville, KY

- Learned two electronic medical records systems simultaneously during the Norton transition to Epic
- Schedule patient appointments by phone and at checkout with minimal errors
- Proficient at rescheduling patients
- Provide exceptional patient care in the check-in process, ensuring patient information is accurate
- Collect money from patients and maintain accurate cash drawer
- Communicate closely with medical assistants about specific patient needs
- Assist medical assistants with front office tasks, as needed
- Work with obstetric patients, explaining insurance coverage and patient responsibility
- Work closely with triage and patient to schedule work- in appointments for urgent needs
- Responsible for most Epic scanning, verifying patient documents are scanned to correct patient chart and send to doctor for review
- Responsible for scheduling new obstetric patients, working closely with doctor and practice manager to ensure timely scheduling
- Sort/distribute mail to appropriate departments
- Maintain lactation pump rental database
- Assist lactation consultant with cleaning/maintaining breast pumps
- Responsible for daily cash posting in absence of practice supervisor
- Assist surgery scheduler with FMLA/disability paperwork as needed
- Skilled in the Epic electronic medical records system

Collection Coordinator/Billing Clerk

Aug. 2006-Sept. 2008

Penske Truck Leasing, Louisville, KY

- Coordinated collection calls to regional lease/rental customers
- Exceeded regional goals in collections
- Worked with outsourced employees to ensure quality customer service
- Assisted in regional invoicing/billing to lease customers

Administrative Assistant

Jan. 2005-Aug. 2006

Ursuline Campus Schools, Sacred Heart Academy, Louisville, KY

- Coordinator of substitute teacher placements and manager of payroll vouchers
- Assisted Principal with delegated tasks
- Successfully completed all tasks in a timely manner
- Managed student bookstore operations and inventory
- Coordinated student volunteers

Administrative Executive Secretary to Vice President

Jan. 2002-Jan. 2005

The Southern Baptist Theological Seminary, Louisville, KY

- Managed calendar and appointments for the Vice President
- Diplomatically resolved student complaints and issues on an as-needed basis
- Developed and coordinated publishing of yearly official seminary catalog
- Developed phone skills and maintained professional office etiquette

Customer Service Manager

Oct. 1999-Jan. 2002

Wal-Mart Inc., Clarksville, TN, Louisville, KY

- Managed all cashiers and customer service counter employees for Wal-Mart Super Center
- Developed excellent customer service skills
- Diplomatically resolved customer complaints on an as-needed basis
- Developed ability to work in a fast-paced atmosphere
- Ability to follow instructions well and make decisions with no supervision
- Accurately calculated and managed up to \$100,000 daily
- Served on Inventory Control Specialist Team resetting store designs

Office Manager

Aug. 1997-Nov. 1998

Clay's Auto Body, Russellville, KY

- Maintained inventory, accounting, payroll and staffing

EDUCATION

Commonwealth Diploma

1995

*Logan County High School, Russellville, KY***CERTIFICATIONS**

- CPR/First Aid Training, 2013
- Care Plus Foster Parent Training, Kentucky Department of Child Protective Services, 2006
- Foster Care Training, Kentucky Department of Child Protective Services, 2005

VOLUNTEERISM

- Coordinate volunteers
- Organize and coordinate women's ministry
- Preschool ministry administrator
- Office volunteer coordinator

REFERENCES

Bradley K. Lawler, Regional Sales Manager, Penske Truck Leasing
2100 Stanley Gault Parkway
Louisville, KY 40223
502-548-4770
brad.lawler@penske.com

Joseph R. Bland, Jr., Senior Accountant, Norton Suburban Hospital and Investment
Analyst, Norton Healthcare
2506 Ivy Oaks Court
Louisville, KY 40245
502-380-6877
Joseph.bland@nortonhealthcare.org

Robert Evancho, Project Manager, Kentucky.gov
14201 Markleham Way
Louisville, KY 40245
502-291-1038
robertevancho@msn.com

Other references available upon request.