

Ali Ayala

Admin Asst / Office Manager
Orlando, Florida

Contact

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Email

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Soft Skills

Organization

Interpersonal Communication

Emotional Intelligence

Critical Thinking

Adaptability

Collaboration

Crisis Management

Data Entry

Process Improvements

Documentation

Managing Clerical Needs

Confidential Record Keeping

Peer/Leadership Collaboration

Technical/Business Bridge

Technical Skills

Windows

Excel

Power Point

Word

Outlook

Adobe Sign

Adobe Acrobat

Keywords

Nursing

Medical

Office

Hospital

Administration

Clerical

Seven years' experience managing clerical needs, interacting with various vendors, and maintaining confidential and critical documents. Believes highly in standardizing approaches to streamline work and improve business processes. Takes pride in collaborating with peers and leadership to determine the best solution for the company and pressing forward. Behaves as a great and reliable liaison between the business world and the technical.

Experience

2012 - 2019 *Jackson Nurse Professionals, LLC*

Sales Office Administrator (2015 - 2019)

- Manager of the referral marketing program
- Serve as subject matter expert to assist software engineers in translating business needs into technical requirements for various mission critical components
- Conduct client and recruitment performance evaluations, used as a basis for future business considerations
- Update live and active online database for client orders, supporting many concurrent users that require this data to run their independent businesses
- Integrate exported data from various systems into a general format to be used internally
- Reformat Microsoft Excel spreadsheets to parallel unique software parameters
- Standardize spreadsheet format to support automation, lessening the man hours involved to complete tasks
- Present, investigate, clarify, and improve current client orders for review
- Daily Front Desk coverage: routing inbound phone calls, greeting guests, retrieving mail, and signing for packages

Credentialing Coordinator (2012 - 2015)

- Standardize documentation to be consistent and repeatable for quicker verification of traveler credentials
- Maintain open communication with travelers to ensure documentations were received/updated in a timely fashion
- Serve as the main point of contact for compliance retrieval and other business critical items
- Adhere to Joint Commission requirements and company standards
- Interact with various external agencies to schedule drug screens, request background checks and verify past employment
- Provide further support for travelers by locating and scheduling additional testing
- Ensure business and customer satisfaction by assisting travelers in tracing required certifications and medical records
- Notify travelers on contract for upcoming expiring documents and certifications

Education

Aug 2011

Bachelor of Arts (Psychology)

Rollins College – Winter Park, Florida