**LOLITA CARRION-JOHN**

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**PROFESSIONAL SUMMARY**

Excellent communication and verbal skills, multitasker, organized and adaptable, courteous, professional, team player with great interpersonal abilities. Exceptional customer service skills. Acquired knowledge of Medical Terminology. Proficient in Basic EPIC, Electronic Medical Records, Electronic Health Records, and Knowledge of Microsoft Office. Able to type 60 WPM.

**EDUCATION**

GRACE INSTITUTE – **Patient Service Representative Training Program completed in 11/2019**

SUNY DOWNSTATE MEDICAL CENTER – **Medical Billing and Coding completed in 2018**

KINGSBOROUGH COMMUNITY COLLEGE – **Associate in Arts Degree**

KATHERINE GIBBS SECRETARIAL SCHOOL – **Secretarial Certificate**

BROOKLYN COLLEGE – 8 credits in Early Childhood Education

**WORK EXPERIENCE**

NEW YORK CITY DEPARTMENT OF EDUCATION, New York, NY 1987 – 2014

**School Secretary**

* Provided administrative services to Principals and staff.
* Greeted parents, students and all visitors upon entry to school.
* Performed duties such as entering payroll for Supervisors and Guidance Counselors.
* Confidential records and letters typed and emailed regarding staff and students.
* Answered phones, handled faxing, filing and account maintenance.
* Purchased furniture, textbooks, food and student trips while maintaining school budget.

**VOLUNTEER SERVICE**

Student internship SUNY Downstate Medical Center 2018

* Scanned paper Medical Records in Electronic Health Records software system.
* Retrieved patient admission charts from all hospital floors for entry.

Phone Outreach – Presidential Outreach Headquarters 2016