**Leona Amerman**

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**EXPERIENCE: UNIVERSITY OF PITTSBURGH**  JANUARY 2020-JUNE 2021

**Medical Secretary**

* Administrative support to the Medical Student Coordinator
* Administrative support for Doctors within the Dept. Of Surgery UPMC
* Entering and documenting information within multiple computer programs
* Extensive use of Microsoft Office products to facilitate Department needs.
* Editing and drafting emails and proposals for Staff, Faculty and Students
* Coordinated Student Events and Medical Courses
* Creating and Maintaining calendar information for multiple Doctors
* Supervised Medical Student Courses
* Creating and Maintaining logs to verify documentation, products, and various material
* Scheduling for various Departments, Doctors, Medical Students and Staff

**UPMC** JUNE 2019-OCTOBER 2019

**Clinical Services Representative**

* Conducting outbound or receiving inbound member or provider calls
* Assisting with scheduling medical appointments for routine and follow up care
* Performing call backs to members and providers to supply authorization decisions
* Completing initial reviews of all faxed material
* Entering and documenting information within multiple servicing systems

**HELLO CHI PRODUCTIONS** FEBRUARY 2017-MAY 2019

**Director/Editor**

* Directing various comedic and dramatic skits
* Editing on various computer software such as Final Cut Pro and Adobe Premiere Pro

**PINES DINNER THEATRE** OCTOBER 2013-SEPTEMBER 2015

**Box Office Associate**

* Managed all customer inquiries and monetary transactions for in-person, phone and online orders while maintaining all aspects of the theatre’s database of active customers
* Answered and transferred all phone calls and responded to customer emails
* Managed in-house gift shop transactions and inventory checks on gift shop merchandise
* Filed and catalogued various documents for the theatre company
* Served as a hostess and stagehand for various productions

**PARKER WEST BOOKS** JUNE 2012-JULY 2015

**Test Reader**

* **Beta read books and offered thorough examinations on prospective books**

**IQOR/DELL FINANCIAL SERVICES**, DECEMBER 2010-JULY 2011

**Customer Service Representative/Dialer Collector**

* Managed customer inquiries and monetary transactions over the phone
* Opened and maintained customer accounts by inputting detailed and accurate data in accordance with company policies
* Provided financial advice for customers with Dell’s Credit and Lease/Loan departments

**SKILLS:** Fluent in Spanish. Proficient in Microsoft Office and other computer programs. Highly detail oriented.

Capable of multi-tasking and learning new software and technologies very quickly.

**EDUCATION:** **NORTHAMPTON COMMUNITY COLLEGE,** BETHLEHEM, PA

Associate in Arts in Theatre

Dean’s List: Fall 2013 and Spring 2014