

ANDREA RODRIGUEZ

Arose0725@outlook.com

To be in a position where I can use my leadership skills, empower others to create their success, and share my knowledge.

EXPERIENCE

NOVEMBER 2021 – PRESENT

CERNER CORPORATION, SOLUTION ANALYST

- Provide solutions to tier 1 tickets with exceptional customer service for clients calling in.
- Assist with finalizing tickets coming into queue for tier 1 and tier 2 status by communicating via email and phone.
- Assist my coworker in managing the Service Manager tool to ensure all clients are running efficiently.
- Maintain my queue to close tickets by 3 days but not any longer than 7 days if possible.

NOVEMBER 2019 – OCTOBER 2021

SHIFT MANAGER/BARISTA, STARBUCKS

- Manage Baristas, maintain inventory, address any/all concerns from customers, maintain breaks and meals for Baristas, and provide great customer service

AUGUST 2013 – MAY 2019

FAVORITE HEALTHCARE STAFFING, TRAVEL COORDINATOR

- Coordinate Director meeting, monthly training meetings, Mid-year meeting, Holiday party, company social events.
- Provided catering for all events and for the company as needed
- Finalized all travel arrangements for any Directors, Branch managers, employees attending meetings, and the staffing employees when needed.
- Assisted with Project and was the lead on all travel for this Project that would bring millions to the company.
- Provide administrative support for Corporate Executives, Divisions, and Branches.

Monitor and maintain Corporate Programs purchasing logs and receipts reporting monthly to Accounting Department.
Successfully transitioned all travel to TripActions system in April 2017 that allowed a savings of over \$50,000 in travel cost for 2017.
Send out flowers, gifts, and cards to employees or clients as needed for any circumstance (e.g. funerals, new baby, surgeries, client mess up).

OCTOBER 2011 – AUGUST 2013

ACCOUNTS RECEIVABLE SPECIALIST, FAVORITE HEALTHCARE STAFFING

Managed detail aging, computerized and manual cash batch, data entry, and order processing functions.
Researched, studied, reviewed and got approval of current and new customers for credit accounts.
Coordinated with all facilities for payments of monthly, bi-weekly, or weekly dues, post dues, and adjust individual ledgers if needed.
Coordinated with facilities regarding late payments and resolve pay-in-full demand letters.
Direct calls and responded to account inquiries.

2010 – 2011

CASE MANAGER FOR ADULT SERVICES, MENTAL HEALTH CENTER OF EAST CENTRAL KS

Mediated with the clinical team to engage, educate, communicate, and coordinate care with recipient, their family, behavioral and general medical and dental care providers, community resources and others to ensure that all services prescribed in the individual service plan (ISP) are implemented.

2006 – 2010

LEGAL OFFICE MANAGER, MONTE L. MILLER, CHARTERED OF EMPORIA, KS

Administered and coordinated the work of subordinate supervisors and other staff, including reviewing work performance, motivating subordinates to work effectively, identifying problems and performance and developing solutions to those problems, determining training needs to improve performance, initiating informal measures to correct misconduct or making recommendations for formal discipline.
Delegated and organized the accuracy, completeness, and timeliness of case processing activities within all work units of the office.
Provided customer service to attorneys, litigants, law enforcement personnel, and the general public.
Served as a point of contact for information concerning the activities of the office and responding to all inquiries within established guidelines set forth by firm.
Prepared and monitored the management, retrieval, and destruction of court records within established guidelines.
Facilitated in the preparation and maintenance of the office budget and payroll.

EDUCATION

DECEMBER 2001

MAJOR IN COMMUNICATIONS, MINOR IN BUSINESS

EMPORIA STATE UNIVERSITY

SKILLS

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| <ul style="list-style-type: none">● 5 years of travel logistics experience● Detail Oriented to ensure deadlines are met● Great leadership and mentoring skill | <ul style="list-style-type: none">● Work well with others, flexible● Bilingual in Spanish/English● Excellent Communication & Customer Service |
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