**DEBRA DREHER**

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**PROFESSIONAL SUMMARY**

Professional, courteous, and easy to approach in current Receptionist position. In previous position as an Administrative Assistant - highly organized and detail-oriented with proven record to drive results and achieve goals.  Highly focused and results-oriented in supporting complex and deadline-driven goals.  Exceled in providing comprehensive support to upper-level management as well as supporting over 600 employees.  Proficient in Microsoft Office Suite and database management.

SKILLS

* Microsoft Office proficiency
* Experienced in Excel, PowerPoint
* Meticulous attention to detail
* Excellent communication skills
* Database management
* Dedicated team player
* Time Management
* Professional and mature
* Meeting planning
* Purchasing
* Self-starter
* Collections

**WORK HISTORY**

**Front Lobby Receptionist, 12/2014 to 02/2015 (Contractor), 02-2015 to Current (Permanent)**

**Scripps Networks Interactive**

* Answer phones in professional, courteous manner and transfer to appropriate employee / department.
* Greet and check in visitors / notify employee of their arrival.
* Assist employees with unsubscribing from unwanted mail by contacting companies by phone/email.
* Entering invoices into an Excel report
* PowerPoint presentation and Excel spreadsheet creation/updating
* Proofreading /updating as needed on internal website/newsletter for Facilities
* Keep reception manual up to date
* Coordinate and reserve Game Room for employees as needed.

**East Zone Administrative Support, 08/1999 to 12/2013**

**GE Healthcare – Knoxville, TN.**

* Key contact for field employees to resolve data accuracy issues
* Coordinated all East Zone functions for team of 600 employees
* Drafted meeting agendas, supplied advance materials and executed follow-up for meetings and team conferences
* Assisted with event planning, including associated travel and logistical arrangements.
* Maintained up to date employee contact info for organization charts, Outlook, and distribution lists to provide team/customers with accurate information.
* Created PowerPoint presentations for Zone quarterly meetings.
* Scheduled Web-X meetings and ran presentations via Web-X for zone conference meetings.
* Created and maintained spreadsheets using advanced Excel functions and calculations to develop reports.
* Worked with field to ensure test equipment and preventative maintenance on hospital equipment were compliant on a monthly basis.
* Assist zone financials by generating quotes for contracts, reports for billing opportunities, and ensuring proper coverage levels on hospital equipment for billing accuracy.
* Worked closely with employees to ensure the monthly forecast for the revenue was achieved by assisting them to capture all billables by pulling reports daily.
* Maintained database for test equipment for accuracy and compliance.
* Processed new hires with safety equipment, uniforms, and other needs / assistance.

**Collections / Billing**, 08/1996 to 07/1999

**Menninger Clinic** – Topeka, KS

* Collections of patient accounts.
* Phone contact with patients and insurance companies.
* Reconciled account balances.
* Properly coding and submitting claims to Blue Cross, Medicare, Medicaid, and commercial insurances.
* Perform follow-up and status inquiries on claims with insurance companies.
* Assisted patient / families with questions regarding their accounts.
* Assist management in correcting problem accounts for processing.
* Assist management with special projects as needed.
* Training of co-workers as requested.
* Processed over 20 million dollars in claims yearly.

**Patient Account Representative**, 10/1981 to 08/1996

**St Francis Hospital and Medical Center** – Topeka, KS

* Collections from patients and insurance companies
* Process overpayments for refunds due to patients and insurance companies.
* Assist patients with questions concerning their accounts and making payment arrangements on balances.
* Prepare and process quarterly reports for Medicare.
* Assist management in correcting accounts for processing.
* Assist management with special projects as needed.
* Properly ICD-9 coding on claims to submit to insurances.

**EDUCATION**

High School Diploma

Silver Lake High School - Silver Lake, KS

**TRAINING**

* Seminar: Mastering Microsoft Access Basics
* Defect Awareness Training
* Employee Health and Safety training
* Warranty conversion training
* ServE-cost (purchasing) training
* HCA Physical Inventory training
* CMT process training
* Other training courses required annually by GE