

To Whom It May Concern:

Over the last 20 years I've managed the front and back administrative operations for many busy, progressive companies. This experience is very similar to that needed for the position of Administrative Assistant. As a talented Administrative person with a solid record of achievement, and a certificate in Business Administration, I am confident that I will positively impact your office operations as your Administrative Person. Along with my resume, please consider the following personal characteristics and skills:

Strong project management skills encompassing all aspects from inception through to completion.

Proficient computer skills with compatible troubleshooting skills.

Advanced oral communications skills, able to explain technical information in an understandable fashion.

Excellent proofreading and writing skills, including ability to write reports and agendas, and edit contracts and insurance applications.

Successfully trained and recruited new employees, collaborating with team members to provide effective orientations.

I would enjoy utilizing my valuable interpersonal and teaming skills with your company. I am detail-oriented, hard-working and have a strong work ethic. I thrive in a fast-paced work environment and look forward to the daily challenges that provides.

The accompanying resume provides an overview of my work experience and background. I think it will be mutually beneficial for us to meet to discuss your job requirements and my qualifications further. I will contact you in a few days to inquiry about a meeting. Thank you for your time and consideration.

Sincerely,
Tena L. Scallan

Enclosure

TENA LEE SCALLAN
823 HARBOUR POINT DRIVE
MIRAMAR BEACH, FLORIDA 32550
(850) 687-0416

OBJECTIVE

Administrative Assistant

SKILLS

Typing (65 WPM)	Word Processing
Filing	Microsoft Office
Accounts Payable	Word
Accounts Receivable	Excel
Payroll	Access
Medical Billing	Power Point
Private Insurance	QuickBooks
Private Pay	Medical Terminology
CPT Coding	ICD 9 CM Coding

EDUCATION

Elaine P. Nunez Community Collage (1988-1991)
Medical Administration/Word Processing
LPN Course
3700 Lafontaine Street, Chalmette, Louisiana 70043
(504) 278-7440

Andrew Jackson High School (Diploma 1988)
Chalmette Avenue, Chalmette, Louisiana 70043
(504) 277-5939

EXPERIENCE

Independent Living Services, Inc (1/1/2000-Present)
P.O. Box 9012, Miramar Beach, Florida 32550
(850) 687-0416
(Owner/Administrator/Author)
I Maintain close supervision on the daily functions of my staff to ensure productivity and checking the quality of the care given. Perform job interviews to hire quality, compassionate, caregivers that are medically knowledged. Orient, educate and train fresh employees, acquaint them with their specific responsibilities, communicate in clear terms what is expected from them, and introduce them to the company's vision and mission statement. Manage payroll and ensure accurate, timely and efficient distribution of salaries. Provide staff with room for improvement by providing continuous education and giving valuable feedback on their job performance. Oversee planning, organizing and managing of the various activities done within and outside the

company. I also wrote The Ultimate Caregiver.

EXPERIENCE CONT.

St Tammany Total Care, Inc. (6/21/1994-1/1/2000)
100 Smart Place, Slidell, Louisiana 70458
(504) 646-1200
(Administrative Assistant)

I assisted the Administrator on all aspects of the agency, hired and scheduled all employees, Maintained and process payroll for 60+ employees, prepared and managed Accounts Receivable/Payable, Negotiated fees for service with clients in need, and other miscellaneous duties.

Greenery Rehabilitation Center (10/1993-6/1994)
1400 Lindberg Drive, Slidell, Louisiana 70458
(504) 641-4985
(Business Office Secretary)

Completed all basic office duties, including word-processing, medical billing, and accounts payable.

Chalmette Medical Center (6/1992-7/1993)
9000 Patricia Street, Chalmette, Louisiana 70043
(504) 277-8011
(Emergency Room Clerk)

I admitted all patients into the hospital, and all other miscellaneous duties for the Emergency Room.

Humana Hospital of New Orleans (6/1991-6/1992)
6000 Bullard Avenue, New Orleans, Louisiana 70128
(504) 243-4376
(Utilization Review Secretary)

I generated statistical reports, assisted with chart review, and completed other office duties for Utilization Review, Social Services, Infection Control, Quality Assurance, Nursing and Administration.

REFERENCES:

Available upon request