

Jessica C Alyea

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Germany

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Work Experience**ONZ-Orthopedic Neurosurgical Clinic (09/01/2018-10/31/2019)**

Patient Care Coordinator

Recklinghausen Germany

40 hours a week

Duties:

Coordination of care for medical tourists

Translation of medical information

Writing medical reports

On site care of patients

Inquiries

Assistance during surgery

Medical Practice Lemm (01/15/2018-05/01/2018)

Practice Assistant

Berlin, Germany

Duties:

Office organization

Ordering of supplies

Preparing and sending invoices

Appointment coordination

Patient care

SellbyTel Group, Project Carl Zeiss (10/5/2015-3/31/2017)

IT Service Desk Agent

Berlin, Germany

40 Hours a week

Duties:

Provided first level contact and convey resolutions to customer issues

Properly escalated unresolved queries to the next level of support

Tracked, routed and redirected problems to correct resources

Updated customer data and produce activity reports

Walked customers through problem solving process

Followed up with customers, provided feedback.

Utilized excellent customer service skills and exceed customers' expectations

Ensured proper recording, documentation and closure

Penumbra (10/1/2013-12/15/2013)

Administrative Assistant (Temporary)

Berlin, Germany

30 Hours a week

Duties:

Basic clerical duties and data entry

Printing of packing slips for orders

Preparation of orders to be sent out internationally

United States Embassy Berlin (5/5/2013-8/5/2013)

Temporary Visa Clerk

Berlin, Germany

40 Hours a week

Duties:

Performed a broad range of Consular Services. Screened documentation and information from a variety of sources to organize and track visa requests according to a relatively complicated set of laws and procedures, and prepared cases for review by the Consular Officer (or other Visa Adjudicating Official). Interacted with the public on a daily basis, responding to window, phone, and email inquiries, and provided clear written and oral communication and excellent customer service. Followed established standard operating procedures. Position was a temporary position to be filled during times of peak visa demand.

Ben French Consulting GmbH

Tricare Referral Management Technician (10/1/2011-3/30/2012)

Ramstein AFB, Germany

40 Hours a week

Duties: Provide customer service to patients

Answer phones

Using computer applications such as Microsoft office, Excel, CHCS, AHLTA

Placing referrals for patients

Tracking referrals for patients

Follow through and problem resolution for patients

Appointment scheduling/cancellation for patients with off base German speaking providers

Coordination of healthcare between patient and off base German providers

AAFES (08/10/2010 – 09/30/2011) - Food Service Worker

Ramstein AFB, Armed Forces Overseas Germany

Supervisor: Mike Sitron - 06371-4079803; Contact: Yes

Hours per week: 30

Duties: Clean work areas, equipment, utensils, dishes, and silverware.

Store food in designated containers and storage areas to prevent spoilage.

Prepare a variety of foods according to customers' orders or supervisors' instructions, following approved procedures.

Package take-out foods and/or serve food to customers.

Portion and wrap the food, or place it directly on plates for service to patrons.

Place food trays over food warmers for immediate service, or store them in refrigerated storage cabinets.

Inform supervisors when supplies are getting low or equipment is not working properly.

Weigh or measure ingredients.

Assist cooks and kitchen staff with various tasks as needed, and provide cooks with needed items.

Wash, peel and/or cut various foods to prepare for cooking or serving.

Receive and store food supplies, equipment, and utensils in refrigerators, cupboards, and other storage areas.

Stock cupboards and refrigerators, and tend salad bars and buffet meals.

Remove trash and clean kitchen garbage containers.

Prepare and serve a variety of beverages such as coffee, tea, and soft drinks.

Carry food supplies, equipment, and utensils to and from storage and work areas.

Make special dressings and sauces as condiments.

Scrape leftovers from dishes into garbage containers.

Use manual and/or electric appliances to clean, peel, slice, and trim foods.

Stir and strain soups and sauces.

Cut, slice and/or grind meat, poultry, and seafood to prepare for cooking.

Provide Customer Service.

USAF (12/14/2004 - 06/30/2010) - Health Services Management Technician

Luke AFB, Arizona, Barksdale AFB, Louisiana. United States

Supervisor: Tsgt Williams - 623-856-7930; Contact: Yes

Hours per week: 50

Duties:

Performed and directed patient management functions. Interpreted communications, directives, and publications. Coordinated release of information functions. Prepared health record copies and abstracts. Coordinated release of information functions. Prepared, files, safeguards, transfers, and retires health records. Ensured AAAHC and HSI standards were maintained. Provided monthly records availability statistics. Maintained patient locator and suspense files. Prepared, codes, and transmitted clinical record cover sheets. Transcribed daily information onto charts. Transcribed physicians' orders, and prepared requests for diagnostic tests, consultations, and referrals. Performed functions to admit, discharge, and transfer patients. Prepared patient related correspondence and special orders for patient assignment, reassignment, and aeromedical evacuation. Coordinated and prepared forms. Verified patient eligibility. Performed procedures for network referrals. Provided claims assistance and counseling to beneficiaries. Coordinated third party collection activities and prepared necessary reports. Screened medical records to gather data for medical audits. Collected, maintained, prepared, and analyzed Medical Expense and Performance Reporting Systems (MEPRS) data or comparable workload accounting system. Performed and managed medical information technology functions and activities. Managed hardware and software

activities. Performed customer support activities. Served on Patient Admin Disaster Team. Ordered and maintained non-medical supplies.

Education

College/University

Ashworth College Still attending

United States

Degree: -None Major: Psychology (BA)

Health Services Management, Course HSA 1305, Sheppard AFB, Tx, 6 June 2006

Patient Administration, Course HSA 1306, Sheppard AFB, Tx, 6 June 2006

Expeditionary Medical Readiness, Course MRD 1303, Sheppard AFB, Tx, 6 June 2006

Basic Military Training, Lackland AFB, Tx, 2005

High School Equivalency Diploma, State of Maine, 2004

Additional Information

Air Force Outstanding Unit Award

Air Force Good Conduct Award

Global War on Terror Medal

National Defense Award

Air Force Longevity Service Award Ribbon

Air Force Training Ribbon

Air Combat Command Superior Performance Award, Nuclear Surety Inspection, 2006, Barksdale AFB, La

Third Party Collections Outstanding Program Support Award, 2009, Luke AFB, Az

Top Secret Security Clearance, 2006-present

PERSONAL DATA

Citizenship US Citizen/German

Birth Date 08/27/1986

Education Level Some college

BASIC ADMINISTRATION SKILLS

Typing 65 words per minute

Dictation 65 words per minute

LANGUAGE SKILLS

German Extremely Proficient

EMPLOYMENT PREFERENCES

Work Schedule Full-Time, Part-Time

Employment Type Permanent, Term, 1-4 years

Employment Category Army Civilian eligible, VRA eligible, VEOA eligible

MILITARY - VETERAN SERVICE DATA *

Periods of Active Duty

Start Date : 12/14/2004 End Date : 06/30/2010

Type of Discharge Honorable

Retired Military No

Preference Claimed Veteran w/10pt (Compensable - More than 30% Disability)