Kathy Bowen

Employed at ARO Administrative Resource Options

Phoenix, Arizona, United States

www.linkedin.com/in/kathybowen123 (LinkedIn)

# Top Skills

* Medical Terminology
* Microsoft Excel
* HIPAA

# About Me

With a rich background spanning medical billing, administrative support, and customer service, I bring a comprehensive skill set and a seasoned perspective to any professional setting. My career is marked by a commitment to efficiency, confidentiality, and effective communication. Having honed my abilities in diverse environments, I now seek to apply my expertise in a role that requires meticulous attention to detail and robust organizational skills. My approach combines traditional values with a continuous eagerness to learn and adapt to new challenges.

# Experience

## Administrative Resource Options Inc., Phoenix, Arizona — Senior Support Specialist

### November 2022 – Present

* Collaborated with IT and administrative teams to streamline office operations, enhancing efficiency and data management.
* Utilized Microsoft Office Suite to manage documents, prepare reports, and maintain scheduling systems, supporting company-wide communications.
* Maintained confidentiality and integrity in handling sensitive information, aligning with HIPAA and company privacy policies.

## Lyft, United States — Independent Driver Partner

### January 2018 – April 2022

* Provided high-quality customer service, ensuring passenger satisfaction and safety during all rides.
* Managed scheduling, navigation, and customer interactions effectively, demonstrating strong organizational and time-management skills.
* Adapted to diverse client needs and requests, showcasing flexibility and problem-solving capabilities.

## GAF, United States — Temperature Screener (Temporary)

### February 2021 – May 2021

* Conducted temperature screenings for employees and vendors, ensuring compliance with health regulations.
* Maintained accurate logs and reports, contributing to the health and safety protocols of the facility.
* Demonstrated attention to detail and adherence to company policies and health standards.

## Universal Home Health Care/Wingspan, St Paul, Minnesota — Group Home Direct Support Professional

### March 2020 – October 2020

* Facilitated communication between residents and healthcare providers, scheduling and confirming appointments.
* Ensured adherence to health policies, including Minnesota Department of Health COVID-19 guidelines.
* Provided compassionate care and support to residents, reinforcing my commitment to health and wellbeing.

## Temp agencies (Allina, UCare, Gillette Children's Specialty Healthcare), Minneapolis, Minnesota — Administrative Support Specialist

### March 2011 – January 2018

* Managed provider credential updates and maintained databases, ensuring accuracy and compliance.
* Coordinated logistics for committee meetings, prepared agendas, and documented proceedings.
* Enhanced communication between medical staff and administration, supporting effective healthcare delivery.

## Delta Dental — Enrollment Specialist

### March 1997 – January 2009

* Processed membership enrollments and updates using Oracle-based systems, ensuring data integrity and compliance.
* Handled sensitive information with discretion, aligning with privacy laws and organizational standards.
* Supported customers through significant life events, providing guidance and maintaining accurate coverage records.

# Education

## Ultimate Medical Academy

* Associates in Health Sciences · 2010 - 2011

## Ultimate Medical Academy

* Diploma in Medical Billing and Coding · 2009 - 2010

## Technical College

* Diploma in Generals and Medical Secretary classes · 1992 - 1993