**NICOLE CHIFFER FLORES**

2402 Harbor View Dr. Rocky Hill, CT. 06067

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writerjediphd@gmail.com

Educated Teacher, entrepreneur, and freelance-writer with knowledge in ESL, experience in the business world, the medical field, musician, and instructing others. Over seven years experience in customer care, leadership, creative thinking, strong communication skills and quick decision-making. Extremely educated in many subjects with exceptional writing skills. Many years experience working with children, elderly, adults and those with special needs. Diligent problem solver with exceptional supervisory and decision-making skills, including: leading others while encouraging a positive and efficient work environment. Demonstrates the ability to work under tight deadlines while performing individually and collaborate in a team environment.

EDUCATION

* PHD – Business, with a focus on Marketing – from 2014 - present
* MBA – Management, with a concentration in Health Care Management from

 University of Phoenix -2013

* Bachelor of Science – Human Service Management from University of Phoenix - 2011
* Associate of Arts – Liberal Arts from Manchester Community College – 2007
* Certificate – Accounting Services Specialist from U.S. Career Institute – 2015
* Certification – TEFL from Bridge TEFL – 2014
* Certificate – Medical Coding and Billing from U.S. Career Institute – 2012
* Education– ICD-10 Medical Coding training from Elsevier –2014
* Individual courses – Education from Central Connecticut State University - 1996-1997

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| CAREER HISTORY  |

**Music Score, CT** (2014-Present)

***Co-Owner/Market Manager***

* Experience running a Music Store with my husband by taking care of customer and students needs
* Help maintain the accounting books and payroll
* Scheduling lessons and handling rental purchases
* Organize and maintain purchases and sales for the store

**NCF Business Solutions, Middletown, CT** (2012-Present)

***CEO & Founder – Accounting, Medical coding, and billing business***

* Bill insurance companies and patients to receive payment for doctors
* Conduct Bookkeeping and Payroll for clients
* Create practice management solution software for doctors
* Grant Writing and Business plan development
* Freelance writing. I help in various subject and work with several companies.

**Rocky Hill Board of Education, Rocky Hill CT** (2013-Present)

**Substitute Teacher**

* Per diem substitute teachers for grades K-12
* Experience teaching subjects in language arts, math, history, music, health, art, and more
* Paraprofessional experience tutoring children in various subjects
* Encouraging children and helping disabled and handicap students throughout the school day

**Medical Records for Middlesex Hospital**

***Cardone Record Services, Tolland, CT*** (2011-2015) ***A.R. Mazzotta, Middletown, CT*** (2009 to 2011)

* Scan Emergency Department records for Middlesex hospital into computer system
* Obtaining records from the Emergency Department
* Assemblingrecords into categories to add to the computer system in an organized fashion
* Train substitutes and other employees to scan and assemble emergency room records

**Education First, Boston MA** (2014-2015)

* Experience teaching students from different cultural backgrounds
* Build rapport with students from around the world in a virtual classroom
* Created trusting atmosphere through sensitivity to students' strengths, weaknesses, and personal learning styles
* Engaged students through humor and activities designed for maximum interaction

**Robert Half, (Accountemps and Office Team), CT**

***Account’s Receivable Temp for Women’s Health*** *(September 2013-November 2013)*

* Posts customer payments by recording cash, checks, and credit card transactions
* Posts revenues by verifying and entering transactions form lock box
* Maintain Balance sheets and record daily, monthly, and annual logs
* Deposit checks to banks and scanning patient checks and insurance payments

***Medical Billing Temp for Med Options***  *(May 2013-July 2013)*

* Bill insurance companies and patients for Connecticut doctors with speed and accuracy
* Adept with practice management solution software, like NextGen and Navicure
* Communication with doctors and co-workers using Outlooks
* Adept in Medicare and Medicaid policies and procedures

ADDITIONAL SKILLS

* Strong working knowledge of MS Office Word, Excel, PowerPoint, Outlook, and more
* Proficient in completing CMS-1500, CMS-1450 forms
* Adept with ICD-9 CM, ICD-10 CM, CPT, HCPCS, HCFA, and UB04
* Knowledge in Medicare and Medicaid & Compliant with HIPAA confidentiality policies
* Familiar with Encoder Pro, MedLook software, Recall, Revolution HER, and IDX
* Proficient in Quickbooks, Bookkeeping, Accounts Receivable, and Accounts Payable
* Familiar with medical terminology, anatomy, physiology, and disease processes
* Knowledge in Human Service, Accounting, Management, Human Resources, Marketing, Finance, Economics, Grant Writing, Business Law, Business Statistics
* Proficient working with practice management solution software, like NextGen and Navicure
* Strong written & verbal communication skills. Proficient in grammar & spelling
* Knowledge in SWOTT analysis, Six Sigma, and Business Forecasting Methods

RECOGNITION

* Mentor for the Alumni Mentor Program for University of Phoenix
* Delta Mu Delta Honor Society
* Pursuing CPC certification from American Academy of Professional Coders
* Pursuing Connecticut Teaching Certification

REFERENCES

References Available upon request