



DENVER, CO 80229



970-237-1316



antunatiffany144@gmail.com

TIFFANY ANTUNA

EDUCATION AND TRAINING

MEDICAL ASSISTING

EVERST COLLEGE OF THORNTON

December 2010

Honors: Cumulative 4.0 GPA, nine President list awards and graduation with honors

SUMMARY

Highly-motivated Bilingual employee with desire to take on new challenges. Strong worth ethic, adaptability and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills.

SKILLS

- Bilingual-English/Spanish
- Medical terminology
- CPT/ICD-9 coding
- Medisoft system
- Microsoft Word, Excel and Outlook
- Pharmacology
- Phlebotomy
- Medical charting
- Wound dressing
- Administrative assistant
- Dialysis technician
- Lifestyle Coach
- Master Trainer Lifestyle Coach
- Nutrition Coach

EXPERIENCE

RECRUITER

US Nursing | Greenwood Village, CO | November 2019 - December 2020

- Recruit nurses for strike notices and potential strikes through inbound and outbound calling.
- Sourced and screened potential candidates for open positions.
- Maintained Applicant Tracking System records of all applicants.
- Conducted in-depth interviews with top candidates to assess skills and fit.
- Referred suitable candidates to relevant departments for additional assessment.

OFFICE OF REGISTRATION AND RECORD

Comminuty College of Denver | Denver, CO | October 2019 - November 2019

- Responsible for inbound calls, text messages, facebook messenger and emails from current and potential students in regards to their admissions and financial aid questions.

ASSISTANT SALES MANAGER

Rent A Center Warehouse & Retail Store | Denver, CO | March 2019 - July 2019

- Responsible for all sales that are going on throughout the store
- I was in charge of all files that needed to be verified and filed away, also

- making sure the store showroom was in 'rent ready' condition
- Greeted customers and provided assistance with product selection.
- Informed customers about current promotions and discounts.
- Warm call outreach to existing and current customers for promotional sales.

MEMBER SUPPORT SPECIALIST

Physician's Health Partners | Denver, CO | October 2018 - March 2019

- Outreach the Medicaid population to set them up with a primary care physician, BH providers or connect them with any other resources needed
- Conduct a brief health assessment
- Educate the Medicaid member on the benefits from the government (access a ride, meals on wheels etc.)
- Inbound/outbound auto dialer
- 25-45 calls a day
- Works with community agencies like food banks, DHS, Community agencies ect
- Outreach Nurse Advice Line callers and follow up accordingly
- Outreach member on COUP campaign and follow up accordingly
- Documentation and confirmation of Medicaid eligibility thru Essette and Health First Colorado

SCHEDULER

Blue Sky Neurology | Littleton, CO | October 2016 - March 2017

- Triage patients over the phone and collect any new information regarding their diagnosis
- Place new patients with the appropriate provider based off their referral and diagnosis
- Answer between 70 to 100 calls a day
- Educate and adapt to any changes regarding the 21 inpatient and outpatient Drs., whether it be policy change or their clinic specifications
- Developed and maintained scheduling procedures to ensure timely completion of projects.
- Created, updated, and monitored project schedules for multiple departments.

MASTER TRAINER LIFESTYLE COACH

Denver Health Medical Center | Denver, CO | November 2012 - December 2015

- Delivery of the CDC curriculum to participants who are at risk for type 2 diabetes/pre-diabetic in both English and Spanish
- Follow-up with participants on a weekly basis thru telephonic outreach
- Record weekly data for each participant into an Excel spreadsheet (attendance, body weight and physical activity)
- Attend any and all training for Lifestyle Coach position
- Assist all other Managed Care Department in helping their patients with enrolling into the Diabetes Prevention Program classes

ADMINISTRATIVE ASSISTANT

DaVita | Denver, CO | November 2010 - November 2012

- Responsible for admitting and discharging patients in Reggie Patient tracking
- End of month reports
- Keeping patient emergency evacuation, patient medical charts and employee files up to date
- Help with patient education regarding dialysis Assist
- Facility administrator when needed
- Patient care technician: take pre and post vitals, cannulate patients, assess and document
- Connect and disconnect patient from dialysis machine
- Assist dietician, social worker and in-home dialysis team members when needed
- Help with translating care in Spanish

ACTIVITIES

In my current role we volunteered for the Thanksgiving giveaway thru the Jefferson County Action Center