

# Lisa Miller

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## Objective

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*Executive assistant position allowing for parlay of demonstrated organization, customer service, communication, and project management skills proven by 12 years of successful, profitable self-employment.*

## Profile

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Motivated, personable business professional with multiple college degrees and a successful 12-year track record of profitable small business ownership. Talent for quickly mastering technology – recently completed Microsoft Office Suite certificate course. Diplomatic and tactful with professionals and non-professionals at all levels. Accustomed to handling sensitive, confidential records. Demonstrated history of producing accurate, timely reports meeting stringent HMO and insurance guidelines.

Flexible and versatile – able to maintain a sense of humor under pressure. Poised and competent with demonstrated ability to easily transcend cultural differences. Thrive in deadline-driven environments. Excellent team-building skills.

## Skills Summary

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|--------------------------|---------------------|------------------------------|
| ♦ Project Management     | ♦ Computer Savvy    | ♦ Insurance Billing          |
| ♦ Report Preparation     | ♦ Customer Service  | ♦ Accounting/Bookkeeping     |
| ♦ Written Correspondence | ♦ Scheduling        | ♦ Front-Office Operations    |
| ♦ General Office Skills  | ♦ Marketing & Sales | ♦ Professional Presentations |

## Professional Experience

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### COMMUNICATION: REPORTS/PRESENTATIONS/TECHNOLOGY

- ♦ Prepare complex reports for managed care organizations and insurance companies, ensuring full compliance with agency requirements and tight deadlines.
- ♦ Author professional correspondence to customers and vendors.
- ♦ Design and deliver series of classes for local businesses and associations, providing ergonomic counseling and educating employees on proper lifting techniques to avoid injury.
- ♦ Conduct small-group sessions on meditation/relaxation techniques.
- ♦ Communicate medical concepts to patients using layman's terms to facilitate understanding.
- ♦ Rapidly learn and master varied computer programs; recently completed Microsoft Office Suite certificate course.

### CUSTOMER SERVICE/MARKETING/PROBLEM SOLVING

- ♦ Oversee front-office operations and provide impeccable customer service:
  - Built a clientele supported by 60% referral business.
- ♦ Develop and implement strategic marketing plan for business:
  - Launched a thriving private practice, building revenue from \$0 to over \$72K in first three years with minimal overhead.
  - Create special promotions, write/design print and outdoor advertising, and coordinate all media buying.
- ♦ Won over a highly skeptical medical community as the first chiropractor to target MDs for informative in-service demonstrations, classes, and booths:
  - Presentations resulted in standing-room-only crowds of 50+.
  - Four MDs subsequently became patients, and referred family members as well.
  - Increased client base by one-third resulting from MD referrals.

### DETAIL MASTERY & ORGANIZATION

- ♦ Manage all aspects of day-to-day operations as multi-site owner and practitioner of Contoso, Ltd.:
  - Facility rental/maintenance.
  - Patient scheduling for busy office averaging 52 appointments weekly.
  - Finances: accounts payable/receivable, invoicing, insurance billing, budgeting.
  - Supervision of a total of eight medical receptionist interns.
  - Compliance with all healthcare facility, HMO, and insurance requirements.

## Employment History

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CONTOSO, LTD. – Colorado Springs, CO; Pueblo, CO; Cheyenne, WY  
Owner/Operator, 1993 to Present

COHO WINERY – Minneapolis, MN  
Waitress, 1988 to 1991

## Education

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OAK TREE COLLEGE OF CHIROPRACTIC – Minneapolis, MN  
Doctor of Chiropractic Degree, 1991 GPA: 3.89/4.0  
(Four-year advanced degree requiring 30-34 credit hrs. per quarter.)  
Licensed to practice chiropractic in Colorado, Minnesota, Wyoming, and Montana.

HICKORY COMMUNITY COLLEGE – Great Bend, KS  
Associate's Degree in Pre-chiropractic, 1987 GPA: 4.0/4.0