

Donna M. Sandoval-Santos

Objective Medical Billing/Coding or Medical Administrative Assistant

Summary of Qualifications & Skills

Medical Office Skills

- Formally trained as Medical Biller/Coder – Preparing for Certified Coding Associate (CCA)
- Proficient with ICD-9, CPT, HCPCS Coding standards
- Able to process and prepare various business and government forms
- Attention to accurate billing to maximize collections in a timely manner

Administrative & Clerical Skills

- Detail oriented and organized, with strict attention to quality and accuracy of information
- Highly adaptable and able to multiplex successfully to meet critical timelines
- Able to keep office running smoothly, ordering office supplies, managing service of office machinery
- Extensive experience training peers and subordinates in standard office procedures
- Formally trained in and efficient with Microsoft Office Outlook, Word, PowerPoint and Excel
- Efficient keyboarding (50 wpm) and 10-key

Customer Service / Communication Skills

- Effective customer care skills delivered in person, over the phone and by email
- Able to assess customer needs and resolve difficult issues to ensure high satisfaction
- Excellent communication skills, able to convey critical information to individuals and groups
- Experienced using MS PowerPoint to prepare presentations for management review
- Skilled at writing training manuals and literature for daily use in office environment

Financial / Loan Underwriting skills

- Over 8 years experience in the lending industry, as a loan account manager, loan processor, and underwriter
- Highly skilled at reviewing borrowers credit, salary, and banking documents to ensure alignment with investor guidelines
- Very efficient in processing customer documents in preparation for underwriting
- Received "Employee of the Year" award for efficiency and quality

Work Experience

Underwriter	2004-2007
Loan Center of California Suisun – CA	
Loan Processor / Loan Officer Assistant / Office Administrator	2002-2004
CML Mortgage – Vacaville, CA	
Loan Officer Assistant	2000-2002
KB Home – Fairfield, CA	
Loan Account Manager	1999-2000
AccuBanc Mortgage – Sacramento, CA	

Education OSC Computer Training – Medical Billing & Coding (expected) May 2009
High School Diploma – Fairfield High School

Awards Received 2006 Employee of The Year
2004-2007 Perfect Attendance