

# RACHEL MORGAN

ADMINISTRATIVE SPECIALIST

## CONTACT

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## PROFILE

Enthusiastic Administrative Assistant with expertise in anticipating professional needs and proactively identifying and resolving complex problems. Bringing proven ability to promote organization and availability through effective schedule development. Excellent customer service and conflict management skills.

## SKILLS

Communication Skills  
•••••  
Fast Learner  
•••••  
Adaptability  
•••••  
Effective Time Management  
•••••  
Microsoft Office  
•••••  
Customer Service  
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## EDUCATION

Bachelors of Interdisciplinary Studies.  
University of Tennessee, Martin  
Aug 2017 - May 2019

Associate of Science/Administrative  
Professional Technology. Pellissippi State  
Community College  
Aug 2013 - Dec 2015

## CERTIFICATIONS

- Certified Administrative Professional
- HIPAA Compliance Certification
- Electronic Health Records Specialist
- Medical Insurance Coding & Reimbursement
- Communication Certification

## EXPERIENCE

### Administrative Associate 3, The University of Tennessee

Feb 2019 - Present

1. Manage daily operations of department with emphasis on providing assistance to faculty senior administrative personnel and student organizations.
2. Creating travel, requests and processing travel reimbursements for faculty.
3. Maintaining a spreadsheet suitable for travel expense analysis.
4. Supervising student workers.
5. Assisting with graduate and undergraduate program activities.
6. Processing department invoices and petty cash.
7. Coordinating conference room space and room reservations.
8. Maintaining computer inventory records and supply/equipment inventory.
9. Proctoring exams when needed, including delivering exams to SDS when requested.
10. Supervising new employee on-boarding process.

### Health Information Clerk, The University of Tennessee

Oct 2012- Feb 2019

1. Maintain release of information log and management inventory
2. Perform complex analyses of patent records for completion.
3. Perform comprehensive chart processing and file assembly for patient records.
4. Follow HIPAA compliance policies on a daily basis.

### Secretary, University of Tennessee

Nov 2009 - Jan 2010

1. Answered phones and customer service duties.
2. Organized and filed all paperwork sent to records.
3. Follow HIPAA compliance policies on a daily basis.
4. Coordinated patient files and entered in various computer databases.