

Maria A. Herrera



1240 Fulton Avenue □ Bronx, N.Y. 10456 □ Phone: 347-735-3199 □ mherreraliz@gmail.com

Professional Summary

Recent undergraduate student with a Bachelor of Arts in Sociology from CUNY's, The City College of New York with over 10 years' experience in customer service and office management. Background includes solid computer skills, data entry, scheduling and maintaining and filing records. Effective communicator with excellent interpersonal skills. Works well with others and promotes a positive working environment.

Education

The City College of New York
Bachelor of Arts in Sociology
January 2009 - January 2015

John F. Kennedy High School
Regents High School Diploma
September 2002 – June 2006

Experience

AllCare Provider Services, Inc.
Medicaid Service Coordinator
Bronx, N.Y.
March 2016 – Present

- Receiving and processing applications for waiver services coordination for clients
- Creating an ISP (Individualized Service Plan)/ lifestyle outcomes for each client
- Advocating for client's interest
- Monitoring and following up service quality
- Billing Service Documentation

BeneStream
Medicaid Enrollment Specialist
New York, N.Y.
August 2015 – February 2016

- Conduct nationwide Medicaid eligibility screenings via call center and in person at work sites throughout the tri-state area
- Coordinate and schedule enrollee appointments to accurately process completed Medicaid insurance application with health exchange
- Direct client service: help low-income and working families apply for Medicaid, food stamps and Lifeline phones.
- Data Entry

Oscar Blandi Hair Salon
Front Desk Receptionist
New York, N.Y.
January 2013 – August 2015

- Responsible for managing stylist, colorist, and makeup artist schedules with their clients
- Liaison between stylist, colorist, makeup artist and their clients
- Helping clients with future appointments and informing prospective clients about services and pricing
- Finalizing sale transactions, including changes to client services upon conclusion of appointment
- Assist colorist and stylist with setting up their work stations in preparation for clients

Esperanza Center
Community Habilitation Instructor
New York, N.Y.
January 2009 – January 2013

- Implement individual habilitation plans for the consumers and provide the necessary ongoing instruction and support service
- Instruct, supervise and assist in skills set out for the consumers based on their ISP's, Habilitation Plans, and Individual Plans of Protection
- Focus on the consumers' individualization, integration, independence and productivity in the community

Armani Exchange
Sales Associate
New York, N.Y.
June 2008 – January 2009

- Operated cash register to collect payments for merchandise
- Sold merchandise, offering every customer related items to drive multiple sales
- Maintained customer service and selling as priority
- Handled returns graciously
- Educated customers on the value of the Armani Exchange card

CUNY Bronx Community College

Bronx, N.Y.

Education and Literature Department – Office Assistant

January 2008 – May 2008

- Responsible for assisting students with computers in the departments lab
- Sorted staff mail and assisted in department errands on campus
- Monitored computer lab and equipment before and after scheduled course workshops
- Answered telephones and scheduled future workshops in computer lab

CUNY John Jay College of Criminal Justice

New York, N.Y.

English Department – Office Assistant

September 2006 – January 2008

- Organized and filed employment documentation for current and future staff members
- Answered incoming calls and scheduled appointments for students to meet with staff
- Sorted department staff mail and maintained mail room

Skills

- Bilingual; English and Spanish
- Microsoft Office proficient
- Type 40 - 50 wpm

Certifications

- CPR (child CPR included)
- First-Aid