

**Guylerna Pierre**



**CAREER OBJECTIVE:** Seeking a full-time position at a fast-paced, challenging, and quality organization where I can continue my education and professional growth for a long and distinguished career, which my extensive experience will further develop and be utilized.

**LANGUAGES:** Fluent in English and Haitian Creole

**EDUCATION:**

Cambridge College, Boston, MA 06/23- present Master's Degree in Mental Health Counseling

Cambridge College, Boston, MA. 09/18- 06/23 Bachelor's Degree in Criminal Justice

Lincoln Technical Institute, Somerville, MA. 04/09-05/10 Medical Assistant Certificate

**EXTERNSHIPS:**

Winthrop Police Department, Winthrop, MA 12/21-04/22 B.A. In Criminal Justice Externship  
Completed 90 hours unpaid

Marino Center for Progressive Health, Cambridge, MA 02/10-03/10 Medical Assistant Externship  
Completed 180-hours unpaid

**EMPLOYMENT:**

Union Square Family Health- CHA Somerville, MA 06/22- present

**Administrative and Clerical Responsibilities:**

- Completes patient registration according to established protocols.
- Verifies patient identity using two patient identifiers.
- Collects and processes cash payments using Safe-Pay and provides receipts to patients.
- Verifies patient insurance eligibility using Passport.
- Obtains prior authorization from insurance companies for appointments.
- Answers telephone promptly and courteously using appropriate script to identify self and site.
- Determines urgency of phone call using phone routing guidelines and ensures "warm hand-off" to nurse or other staff member when warranted.
- Schedules patient appointments, both new and follow-up, within an appropriate time frame.
- Charge router duties as assigned.
- Assists in clinic efficiency by handing out health care proxy info, screening forms, completes letters, etc.
- Processes requests for patient forms.
- Ability to answer and assist patients with billing questions.
- Identifies need and utilizes interpreter services when needed.
- Utilizes critical thinking skills to effectively and efficiently address patient requests and concerns,

and maximize flow of patients through the clinic.

- Communicates with patients regarding delays.
- Creates prescription refill encounters and routes to central pharmacy.
- Participates in the prior authorization process for medications.

**Clinical/MA Responsibilities:**

- Actively and efficiently manage the flow of patients through the clinic:
- Pre-visit chart medical record preparation and information gathering to optimize the visit.
- Participate in team huddles and team meetings.
- Room patients:
- Assist providers with medical histories
- Appropriate documentation in the electronic health record
- Check routine vital signs and point of care testing (based on patient's reason for visit, age and diagnosis)
- Perform screening questionnaires and pain score, as needed
- Actively communicates with patients to set expectations, e.g., wait times, what to expect during visit.
- Provides clear and timely observations to providers regarding patient issues.
- Manages room cleaning, stocking, set-up, and turnover.
- Assists providers with clinical procedures.
- Participate in process improvement initiatives.
- Participate in staff meetings, MA meetings and continuing education sessions.
- Assist co-workers in their duties within the limitations of training and scope of practice
- Other duties as required.

**Mount Auburn Professional Services, Cambridge, MA. 03/16-06/22.**

Medical Secretary/Medical Assistant/Referral Coordinator

- Data Entry.
- Document insurance referral request and medical questions.
- Oversee the improvement of the quality of care for patients in the office.
- Greet patients when checking in for their appointments.
- Responsible for checking patient's insurance eligibility.
- Obtain prior authorizations from insurance companies for medical procedures.
- Obtained insurance referrals to specialist appointments.
- Responsible for collecting copays from patients at check in.
- Schedule and confirm patient diagnostic appointments, surgeries, and medical consultation.
- Scan medical documents into the patient's chart.
- Knowledgeable of the Epic electronic medical record system.
- Answer telephone and direct calls to appropriate staff.
- Transmit correspondence by email, fax or mail.
- Update patient's medical history, medications and immunizations.
- Performs EKG, PFT, and specimen handling.
- Performed Covid rapid/pcr testing
- Take vital signs, administer injections, and perform phlebotomy
- Assist in ordering and stocking of lab supplies

**Tufts Health Plan, Watertown, MA.**

**10/13-03/16.**

Medicare Preferred Customer Relations Rep:

- Answered incoming phone calls from members.
- Assisted members with enrolling/changing plans during annual enrollment periods
- Ensured issues are accurately completely resolved by using available resources ● Provide clear and accurate documentation to ensure problem resolutions ● Respond to inquiries from other key departments in a timely manner
- Trained associates on new computer systems/ or software
- Tester and Editor for program to view insurance policy for members

**Multiplan, Waltham, MA.**

**04/12-10/13.**

Staff Assistant/Credentialing

- Responsible for collecting data for provider credentialing
- Data Entry/Kept Records of providers credentialing information
- Processed department documents and prepared correspondences and reports
- Assisted providers with claims and billing issues

**Home Depot, Waltham, MA.**

**06/04-04/12.**

Head Cashier Supervisor/Service Desk Associate

- Supervised operations of front end including self-checkout,lot, and all remote register locations.
- Managed service desk and provided excellent customer service
- Printed out daily, weekly, and monthly reports
- Weekly inventory of special orders
- Process work schedules for employees
- Answered incoming calls into department
- Locked and secured all money in bookkeeping a night closing
- Handled customer inquiries and complaints

**REFERENCE:** Available upon request.