



# KATHERINE BREWER

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## SUMMARY

Demonstrated ability to complete tasks accurately despite interruptions and competing demands. Trustworthy professional considered focused self-starter with skills using measurement tools. Motivated Quality Inspector fluent in processes and procedures.

Motivated Sr Medical Administrative Assistant with extensive experience in Customer Service, Human Resources and Administrative duties. Recognized for assessing operational needs and developing solutions to save costs, improve revenues, and drive customer satisfaction. Resourceful and well-organized with excellent leadership and team building record. Served in the medical division and serviced the account of Bank of America, JP Morgan and AT& T.

## SKILLS

- Call Center Training and development, incentive and awards programs.
- Human Resources- Benefits, Hiring, Staffing Orientations. Sr Administrative Assistant
- Microsoft Office Programs- Word, Excel, Power Point, Outlook, People soft tools, Windows and UltiPro champion for High Point office.
- Travel arrangement
- Detail-oriented
- Expense reports
- Prepare for Meetings with Customers
- Mentor, new Administrative Assistance
- Assist Nursing staff
- Clinical Supervisor assist
- Knowledge of medical terminology

## EXPERIENCE

**Sr. Medical Administrative Assistant** / Aetna - High Point, NC

09/1979 - 10/2019

- Reported to head Nursing Director, along with 2 managers and 10 Clinical Nurse Supervisors.
- Served as a Medical assistant to Dr. Robert Riehle as well as Dr. Richard Morgan and Dr. Mark Stegelman.
- Scheduled PTP of doctors with outside doctor
- Updated CAT system for doctors needed medical records
- Completed denials in ECHS system.
- Worked closely with Staffing Manager in Hartford (home office) Coordinating the hiring.
- Coordinated orientation of new employees.
- Prepared files and necessary paperwork for new hire personnel files.
- Maintained personnel files for all staff.
- Coordinated for incentive and awards programs.
- Coordinated Wellness Programs-Get Active Aetna.
- Delegate for Management, doctors and supervisors' for updates in HR system
- HR changes, increases, promotions and terminations.
- Coordinated on-site Health Fair, United Way, Benefit meetings, Flu vaccination, Seminars, discount programs, and vendors on-site.
- Designed and maintained Aetna High Point web site.
- High Point site Security Badge monitor, using SCURE system.
- Coordinated for travel arrangements for Medical director and Nursing Director.
- Coordinated for onsite meetings of Customers.

- Completed Expense reports for Medical director and Nurse Director.
- Coordinated for all staff meetings and celebration parties.

**Human Resources Generalist / Aetna - High Point, NC**

*01/1991 - 02/2002*

- Assistant to HR manager and HR consultant.
- Coordinated recruitment, sourcing, screening, testing, interviewing, hiring and orientation of new employees, prepared necessary paperwork for personnel files.
- Coordinated off-site job fairs.
- Finalized paperwork for terminations and exit interviews.
- Coordinated onsite annual benefit enrollment meetings for all employees.
- Provided information to all employees regarding benefits and coverage.
- Served as Paycheck coordinator.
- Coordinated training for new supervisors.
- Sorted job applications, vetted candidates and recommended individuals for key positions.
- Oversaw new employee onboarding procedures from initial training to skill development.
- Created and implemented the exit and interview program process.

**Sr. Customer Service Representative / Aetna -**

*01/1984 - 01/1991*

- Assisted Team Leaders with duties and served as supervisor in their absence.
- Processed daily and monthly phone reports.
- Served as the Point of contact for upset customer calls on benefits.
- Trained and Mentored and Auditor to new Customer Service Reps.

**Claim Processor / Customer Service Representative / Aetna - High Point, NC**

*12/1979 - 12/1984*

- Processed medical and dental claims for various, large customers.
- Answered high call volume within call center environment.

**Customer Service /**

- A detail-oriented, self-motivated professional with over 40 years' experience in customer service and employee relations with 15 years in Human Resource.
- Works well independently and as a strong team member with the ability to multi-task and quickly adapts to change.
- Training and development, incentive and awards programs.
- Human Resources- Benefits, Hiring, Orientations.
- Sr Administrative Assistant Microsoft Office Programs- Word, Excel, Power Point, Outlook, People soft tools, Windows and UltiPro champion for High Point office.

**EDUCATION AND TRAINING**

Page High School - Greensboro, NC

**Professional 1977- High School:** Regular

**ACTIVITIES AND HONORS**

Was part of the Aetna volunteer counsel and served on the board for nonprofit organizations, such as Breast Cancer and Lung cancer walk, and other organizations.

**ACCOMPLISHMENTS**

- Training GTCC- Business writing for result Excellent Customer Service Company- Sponsored Training: Winning Telephone skills New Development in the workplace Knock Your Socks off Customer Service Personnel Issues

The Exceptional Assistant Business Etiquette Communicating with Employees Diversity/Creating an Inclusive and Productive work Environment Organizational Hierarchy E-Mail Etiquette Effective Presentations Listening Skills Effective interview skills Interviewing skills Professional Aetna Employees Reaching Out Memberships & Aetna Awards Program-Coordinator Aetna Employee Wellness Ambassador Coordinator.