Karla Vanessa Nunez

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# Professional Summary

Highly skilled in providing exceptional customer service, with over 20 year of experience in the healthcare field. Detail oriented a multi-tasker who excels working under pressure.

**Skills**

* BLS certified
* Effective Communication
* Task focused

# Experience

## UCLA HEALTH | Patient communication representative | april 2023 - present

* Respond to patient’s request via phone
* Resolve patient’s needs by scheduling/rescheduling appointments or referring them to a specialist
* Obtain patient’s personal information and registering them

## PIH Good samaritan hospital | er unit secretary | october 2011 – april 2023

* Activate all ER codes in a timely manner, while logging response time
* Coordinate all inpatient by obtaining insurance authorization
* Arrange transportation for all discharges and transfers
* Assist with CPR
* Ensure the safety of staff by activating panic button if needed(person has a weapon)

# Education

## North west COLLEGE- Medical Billing/2001

## GLENDALE HIGH SCHOOL-High SChool diploma/1999

## Summary of Qualifications

* Best-in-class customer service with genuine friendliness
* Ability to respond to emergency situations with confidence
* Excellent interpersonal and communication skills
* Poised under pressure
* Critical thinking and problem-solving skills
* Fluent in Spanish
* Pleasant to work with as a team player