

15420 Ne 181st Loop,  
Brush Prairie, Washington  
98606

# ASHLEY NICOLE ANDERSON

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## EMPLOYMENT HISTORY

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**11/2016 - 01/2017**

**CSR ( Customer Service  
Representative )**

**VCA Northwest Veterinary  
Specialist And Emergency**

Customer service, accepting payments, checking in and checking out pets, filing, mail, email, medical records, answering phones, transferring voicemails, rooming owners and pets, er/ICU, over head paging, faxing, charts, paperwork, animal intelligence, pet insurance, care credit, Antech, cremation, immediate triage.

**05/2016 - 10/2016**

**Receptionist**

**Legacy Emanuel Burn Unit  
Hyperbaric**

Customer service, accepting payments, checking in and checking out patients, filing, mail, email, medical records, answering phones, transferring voicemails, rooming patients, burn unit, wound care, over head paging, faxing, charts, , immediate triage, hyperbaric, epic, Cim, referrals, coding, ICD-10, ICD-9, prior authorization, prescription request, refills, ordering supplies.

**03/2015 - 08/2016**

**Receptionist / Call Center**

**Rose City Urgent Care And Family  
Practice**

Customer service, accepting payments, checking in and checking out patients, filing, mail, email, medical records, answering phones, transferring voicemails, rooming patients, urgent care, family practice, labs, over head paging, faxing, charts, paperwork, scheduling, family care, care Oregon, Cigna, likewise, Aetna, Blue Cross, Pacific Source, Medicare A&B and many more, MVA, work comps, billing, referrals, Athena, CIM, MMIS.

**12/2012 - 03/2015**

**Receptionist / Office Manager**

**Rustic River Design**

Customer service, phones, scheduling, sales, email inquiries, dispatching, filing, ordering supplies, appointments, accepting patients, some hiring, transferring voicemails, faxing, internet, word, outlook, PowerPoint, publisher, excel.

**01/2010 - 10/2012**

**Receptionist**

**Oregon Ecig**

Customer service, phones, scheduling, appointments, bookkeeping, email inquires, trade shows, traveled, transferring voicemails, taking payments, dispatch, faxing, copies, mail, filing, ordering supplies, excel, outlook, word.

## EDUCATION HISTORY

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**07/2013**

**Phagans Beauty School**

**Hair Stylist, Nail Artist, Esthetician,  
Certification**

**07/2010**

**Sandy High School**

**Leadership, High School**

Graduated with my diploma.

**07/2011**

**Mt Hood Community College**

**Basic keyboarding, Certification**

It was a great class, I struggled with the keys in computers. This class really helped me, and now I feel like a expert.