

ADRIELLE PEARSON

Bronxville, NY 10466 | 917-419-2141 | adriellepearson123@gmail.com

SUMMARY

Adaptable professional with a quick-learning ability and a talent for adjusting to new environments. Skilled in rapidly acquiring new knowledge and applying it effectively. Driven by a passion for continuous learning and successfully navigating change. Experienced professional with a strong background in technology-related roles. Proficient in software development, system administration, and technical support. Skilled in problem-solving and optimizing performance. Capable of managing projects and collaborating effectively with teams. Committed to continuous learning and staying current with industry trends to contribute to organizational success. Experienced in fast-paced environments and adaptable to last-minute changes. Thrives under pressure and consistently earns high marks for work quality and speed.

SKILLS

- Self-Directed
- Flexible and adaptable
- Remote office availability
- Decision-making
- Excellent communication
- Microsoft Word
- Problem-solving
- Data management
- Organization and time management
- Microsoft office
- Analytical

EXPERIENCE

07/2023 - Current

Customer Service Representative

Metro Plus Health - New York, NY

- Increased customer satisfaction ratings by effectively answering questions, suggesting effective solutions, and resolving issues quickly.
- Resolved complex problems by working with other departments to provide solutions that meet customer needs.
- Resolved customer complaints promptly and efficiently.
- Developed strong customer relationships to encourage repeat business.

12/2022 - 03/2023

Patient Registration Associate

Montefiore Hospital - Bronx, NY

- Registered patients using proper data entry procedures and fully compliant ICD-10 and CPT codes.
- Resolved billing issues with insurance companies in a timely manner.
- Stayed current on community-based resources and services useful to patients.
- Performed data entry of patient demographics into electronic health record system.
- Completed registration procedures for patients, expertly inputting information to meet provider, facility and legal requirements.

04/2022 - 10/2022

Patient Care Technician

DaVita Dialysis Corporation - Bronx, NY

- Ensured that all medical equipment was properly maintained and sterilized.
- Performed EKGs, phlebotomy, and other laboratory tests as directed by physician or RN.

- Documented patient intake and dietary requirements and aided with feeding and monitoring.
- Organized supplies in order to maintain adequate stock levels throughout shift.
- Delivered outstanding patient care based on physical, psychological, educational and related criteria.

01/2022 - 04/2022

Contact Tracer

United Healthcare Group - Bronx, NY

- Assisted individuals with navigating health care systems, appointments and classes.
- Maintained up-to-date knowledge of state and federal regulations related to contact tracing activities.
- Followed set protocol for contacting assigned newly diagnosed COVID-19 case patients and documented contact attempts and timeframes.
- Recorded data from case investigations into a secure database system.
- Conducted telephone interviews with individuals who tested positive for COVID-19 and collected information about their close contacts.

11/2018 - 08/2020

Child and Youth Worker

Catholic Charities - Bronx, NY

- Contributed to shelter facility maintenance, promoted safety and monitored for security risks and hazards.
- Advocated for the rights of children and youth within the justice system.
- Documented residents' daily activities, behavior, incidents and medication.
- Organized educational workshops on topics such as anger management, substance abuse prevention.

EDUCATION AND TRAINING

12/2024

BBA

Monroe University - The Bronx, NY

06/2016

High School Diploma

Cardinal Spellman Highschool - The Bronx, NY