

STEPHANIE KING

San Antonio, TX 78230 (832) 507-7628 spamsteph402@gmail.com

Hard-working creative professional with 6+ years of experience and proven knowledge of customer service, productivity and operations management, aiming to leverage skills to successfully fill an administrative or customer-oriented position.
Recently relocated to San Antonio, Texas from Houston, Texas.

EXPERIENCE

CARENET - SAN ANTONIO, TX

Health Advisor,

Nov. 2025 - Present

- ❖ Maintained a >95% LCPH in a fast-paced environment.
- ❖ Contributed to achieving center goals by taking 80-120 inbound and outbound daily.
 - ❖ Managed daily data entry tasks, ensuring 100% accuracy in patient records.
 - ❖ Proficient in Interaction Desktop, VidaPortal and Microsoft programs.
- ❖ Experience in HIPPA-compliant patient care, electronic health record management, and insurance coordination.

MW ENTERTAINMENT - HOUSTON, TX

Executive Assistant,

Feb. 2025 - Nov. 2025

- ❖ Supported campaign planning, tracking, and reporting for creative initiatives.
- ❖ Assisted with social media scheduling, content planning, and asset organization.
 - ❖ Anticipated needs and delivered proactive solutions in fast-paced settings.
 - ❖ Proficient in Canva, Zoom, Shopify, and Microsoft Suite.
- ❖ Oversaw household operations, vendor coordination, and personal errands with attention to detail.

S&S WIRELESS - HOUSTON, TX

District Sales Manager,

Feb. 2024 - Feb. 2025

- ❖ Operate work systems using multiple devices and various software programs used by employers.
 - ❖ Creating and managing schedules.
 - ❖ Excellent customer service and satisfaction with in-depth product knowledge.
- ❖ Maintain and update inventory, and database systems, either manually or using a computer.
 - ❖ Memorization and direction of promotions and top-down selling tactics.
 - ❖ Onboarding and training new-hires to advanced levels of sales and customer service.
- ❖ Mentoring and leading a team to monthly sales goals and metrics. (3 stores in my territory hit bonuses for monthly sales of over \$60,000 - \$115,000)
- ❖ Managing over 30 employees at 6 stores in my territory with conflict resolution and camaraderie.

ALL AMERICAN ORTHOPEDIC - HOUSTON, TEXAS

Medical Receptionist/Patient Specialist,

June 2021 - December 2022

- ❖ Patient scheduling and coordination - Booking patients, taking payments, intake forms, verifying patient insurance, collecting patient information and making sure the patient understands office expectations.
- ❖ Understanding and organizing patient files and records requests. (Alpha-numeric filing and attention to detail)
 - ❖ Onboarding new and existing patients. Account set-up for patient scheduling apps and office programs.
 - ❖ Printing/scanning/faxing. Correspondence from our office to attorneys and other doctors.

BURNETT SPECIALISTS (CAPGEMINI PROJECT) - EL PASO, TEXAS (REMOTE)

Insurance Verification/Customer Service, June 2020 - June 2021

- ❖ Operate work systems using multiple monitors and various software programs used by employers.
 - ❖ Creating and managing schedules and remotely logging my hours.

- ❖ Answer telephones, direct calls, and take messages. (Out-bound/In-bound)
- ❖ Maintain and update filing, inventory, mailing, and database systems, either manually or using a computer.
 - ❖ Advanced customer service and conflict-resolution between the company and patients.
 - ❖ Troubleshoot problems involving office equipment, such as computer hardware and software.
 - ❖ Verifying insurance for medications and services provided by CVS Pharmacy.
 - ❖ Working independently with minimal direction or supervision.

KCI WIRELESS - LEAGUE CITY, TX

Keyholder/Lead, March 2018 – June 2020

- ❖ Recommend, select and help locate or obtain merchandise based on customer needs and desires.
 - ❖ Compute sales prices, total purchases, and negotiating financing.
- ❖ Maintain knowledge of current sales and promotions, policies regarding warranty and exchanges, and security practices.
 - ❖ Sell or arrange for delivery, insurance, or service contracts for merchandise.
- ❖ Opening and closing cash registers, counting money, separating charge slips, coupons, and vouchers, balancing cash drawers, and making deposits.
- ❖ Managing, coaching and directing employees towards sales goals and spiffs. (Successfully led the team to bonuses for conversion rates of 75-80% of walk-ins to purchase, as well as maintaining my own personal goals.)

EDUCATION

GARY JOB CORPS - SAN MARCOS, TEXAS

Office Administration Student/Intern, February 2017 - February 2018

- ❖ Operate office machines, such as photocopiers and scanners, facsimile machines, voice mail systems, and personal computers.
 - ❖ Maintain and update filing, inventory, mailing, and database systems, either manually or using a computer.
 - ❖ Troubleshoot problems involving office equipment, such as computer hardware and software.
- ❖ Train other staff members to perform work activities, such as using computer applications and customer service practices.
 - ❖ Office Administration Certification
 - ❖ 10 Key/Alphanumeric Filing
 - ❖ 50 WPM
 - ❖ Schedule Management

ADDITIONAL SKILLS

- ❖ Microsoft Suite Certifications
- ❖ Citrix/Phoenix/OrthoPM Experience (Computer systems knowledge)
 - ❖ ReservePM/SalesForce Experience
 - ❖ Cricut/Canva Experience
 - ❖ Photoshop Experience

HOBBIES

- ❖ Fitness/Wellness
- ❖ Graphic Design/Art
- ❖ Animation/Anime
- ❖ Gardening/Plantsmanship