

LASXMY PEREZ

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HIGHER EDUCATION

Mercy College, Dobbs Ferry, NY
School of Social and Behavioral Sciences

- Master of Science in Psychology, Graduated with Distinction
- Bachelor of Science in Psychology, Graduated Summa Cum Laude

February 2023
May 2020

WORK-RELATED EXPERIENCE

Northwell Health, New York, NY
Lenox Health Greenwich Village Hospital
Emergency Department
Emergency Department Associate/Clerk

Part-time Employment
December 2021 – April 2022

- Interviewed patients in the emergency department to obtain their demographic and health insurance information.
- Verified primary and secondary health insurance status, and information on co-pays, co-insurance, and deductibles.
- Educated the patients on pricing according to the services rendered, health insurance billing, and payment options.
- Ensured patients were charged according to their health insurance deductibles, and co-insurance, and by collecting co-pays.
- Processed patients' charts by scanning and uploading the hospital's outpatient visit paperwork into their charts.
- Updated charts by uploading hospital forms for patients admitted into in-network and out-network hospitals.
- Paged physicians and nurses to connect them with the laboratory, telepsychiatry, and radiology departments.
- Handled the main telephone line by answering patients' concerns and redirecting phone calls to the appropriate personnel.

Northwell Health, Flex-Staff, New York, NY
Lenox Health Greenwich Village Hospital
Vaccination Center
Clerk

Temporary Assignment
April 2021 – December 2021

- Managed Covid-19 vaccine appointments by scheduling, changing the date, or canceling appointments.
- Communicated appointment volume with directors at the vaccination center.
- Provided front office coverage by checking in and checking out patients.
- Retrieved employees' vaccine appointment information to assist them during their visit to the vaccination center.
- Helped employees fill out surveys in connection with their vaccine appointment to comply with the hospital regulations.

City University of New York, Bronx, NY
Bronx Community College
Information Technology Department
Laboratory Supervisor

Part-time Employment
January 2017 – September 2017

- Supervised a laboratory for college students and faculty members to learn about 3D printing.
- Communicated effectively with the staff on implementing 3D printing technology into classroom lessons.
- Documented lecture proposals to use 3D models with instructive ends.
- Confirmed equipment availability and ordered office supplies.

SUITABLE SKILLS

- Bilingual with fluency in English and Spanish.
- Advanced skills with computers and productivity software, such as Microsoft Office Suite.
- Advanced skills with office equipment, such as telephones, photocopies, scanners, and fax.