



# Kiersten

## Moser

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### Experience

#### **March 2024 – Current (Seasonal)**

Cash Control, Lagoon

Create daily cash bags and distribute them to all park vendors. Collect vendor cash bags at end of daily verifying totals and balancing cash amount are correct. Balance vault daily in opening and closing. Provide cash exchanges for all park vendors needing change ensuring the front till is balanced and accounted for.

#### **August 2023 – Current**

Special Education Records Assistant • Davis School District

As a Special Education Records Assistant, I support all the Special Education Case Managers in tracking students IEP's / Eligibility dues dates to ensure that files are keep in compliance with federal guidelines. As a records assistant I schedule all appointment with the necessary people required to attend the IEP / Eligibility meetings. I am also responsible for checking files in and out as well as creating new files. I maintain the special education student records database; performs data entry; inputs student data and updates records; organizes, prepares, and maintains student special education records; reviews records for accuracy and completeness; and research to resolve discrepancies. I also initiate and/or respond to routine requests for information from a variety of internal and external sources.

#### **October 2016–January 2023**

After Hours Team Lead, Customer Service Representative • Sutter Shared Services

After-Hours Team Lead. Responsible for providing coaching, training, and support to team CSA's. Manage provider on-call calendars. Work closely with supervisors on assigned team projects. Work closely with the nursing staff to schedule appointments for services. Assist patients in scheduling appointments and sending a message to the patient's providers. Page on-call providers for hospitals and patients with concerns. Gather Information for patients regarding symptoms and concerns so that patients can be connected to a nurse for further assistance. Gather information from various placements for mental health services. Assist with emergency service calls if needed.





### **2018–2018**

Hospice Intake Specialist • Sutter Care at Home

Create patient charting and schedule appointments for patients to be seen by a Hospice RN. Arrange for DME to be ordered and delivered to the patient's residence. Arrange for transportation from the hospital to the patient's residence. Answer phone calls as quickly as possible. Work with hospital liaison for hospice patient acceptance.

### **2009–2010**

Payroll Specialist • Jordan School District

Process employees' paychecks by collecting their payroll data and timesheets. Verifying employees' work hours and payments through the payroll system, issuing deductions, earnings, and other statements to employees, and updating payroll records regularly.

## Education

**Salt Lake Community College, Salt Lake City, UT**

- Associate of Science, Business

**The University of Utah, Salt Lake City, UT**

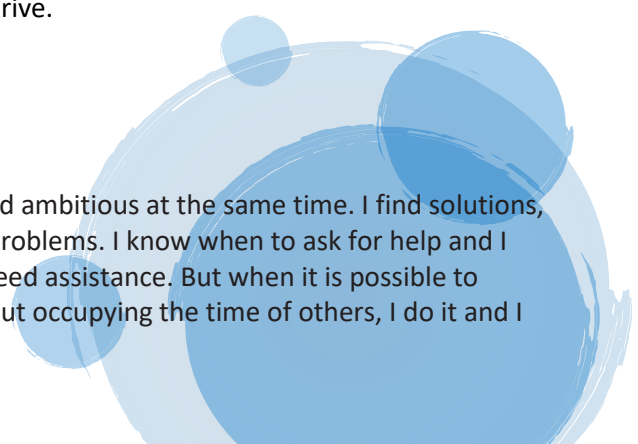
- Bachelor of Science, Accounting

## Professional Summary

Patient Service Representative with five years of Customer Service experience. Currently, a Team Leads in the After-Hours Department. Providing support, coaching, and training to other CSA's. Adept at collecting patient information, maintaining an efficient office, and coordinating with medical professionals. I have a degree in accounting with experience as an accountant for intermittently for 12 years. My skills include accurate data entry, strong math skills, and effective communication. In previous roles, I have been relied upon to handle important financial duties such as preparing tax returns and overseeing budgets. Through my education and work experience, I have developed a deep understanding of accounting principles which can benefit your company greatly. I have shown that I will go above and beyond and can take on multiple projects or duties at once. I have an excellent work ethic and strength in boosting company morale. I maintain a positive attitude throughout my days and love coming to work with passion and drive.

## Skills

I am very resourceful and ambitious at the same time. I find solutions, get creative, and solve problems. I know when to ask for help and I don't stay quiet if I do need assistance. But when it is possible to handle something without occupying the time of others, I do it and I





consider myself very good at it. I'm highly motivated, and I particularly enjoy working as part of a team. I enjoy a fast-paced, team-oriented environment. Proficient in the following computer programs EPIC, HCHB, Word, and Excel along with a basic understanding of CPR+ and QuickBooks.

