

# Kayla Ervin

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A Medical Office Administrator seeking the opportunity for employment in a facility that will enhance my professional advancement and give me the opportunity to apply the knowledge I have obtained.

Willing to relocate: Anywhere  
Authorized to work in the US for any employer

## Work Experience

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### **Deli Clerk**

Stater Bros Markets Inc. - Riverside, CA  
November 2022 to Present

Customer service , cut deli meats, prepare salads and foods for customers.

### **Assistant Manager/Shift Leader**

Walgreens - Moreno Valley, CA  
April 2021 to August 2022

- Opens and closes the store in the absence of store management, including all required systems start-ups, required cash handling, and ensuring the floor and stock room are ready for the business day. Responsible for opening back door of store for deliveries.
- Completes product returns, order voids, customer refunds, cash drops to the safe, and provides change as requested to cash registers.
- Models and delivers a distinctive and delightful customer experience.

### **Assistant Manager**

Dollar Tree - Moreno Valley, CA  
October 2020 to April 2022

- Assist with all store functions and day-to-day store activities as directed by the Store Manager
- Able to perform all opening and closing procedures in the absence of the Store Manager
- Assist the Store Manager in protecting and securing all company assets, including store cash
- Adhere to all policies and procedures including safety guidelines
- Maintain a professional and friendly environment with customers, subordinates and supervisors
- Maintain all areas of the store, including the stockroom and sales floor, to company standards to include recovery
- When the Store Manager is not on the premises, direct supervisory responsibility for all hourly Associates
- Process all SSC Corporate directives including Pull and Hold/Destroy, Task Compliance, Key Survey information.

### **Leasing Consultant**

Vista Creek Apartments - Las Vegas, NV  
March 2018 to August 2020

- Respond to all resident complaints in a timely and professional manner.
- Create a community of caring and excitement that is contagious for our residents and noticeable to the community at large.
- Accurately account for and balance petty cash in accordance with company policies and procedures.
- Prepare deposits for banking and posts resident payments into Yardi within timelines established by management.
- Prepare management required month end reports.
- Manage account receivables and ensure past resident balance due receivables are turned over to collection agencies.
- Keeps resident ledgers accurate and works diligently with accounting to resolve any errors.
- Prepares annual budget

### **Front Office Receptionist (Externship)**

Mission Pediatrics - San Bernardino, CA

February 2018 to March 2018

- Handle all administrative duties in a timely manner
- Verify Insurance Eligibility
- Answer a high volume of phone calls
- Schedule and cancel appointments
- Manage clinic schedules for providers
- Collect co-pays and past due balances

### **Front Desk Manager**

The Battle House Renaissance Mobile Hotel & Spa - Mobile, AL

December 2011 to January 2018

- Oversee all aspects of the hotel operations, including front desk, housekeeping, maintenance, and food service.
- Develop and implement strategies to maximize revenue and profitability.
- Ensure exceptional guest experiences by maintaining high standards of service and cleanliness.
- Train, supervise, and motivate staff to provide excellent customer service.
- Manage budgets and financial performance of the hotel.
- Collaborate with other departments to ensure smooth operations and guest satisfaction.
- Implement and enforce company policies and procedures.
- Maintain a safe and secure environment for guests and employees.
- Handle guest complaints and resolve issues in a timely manner.

### **Courtesy Clerk**

Stater Bros - Fontana, CA

June 2005 to February 2011

Bag groceries, collect shopping carts from parking lot, help assisted customers with special needs and or disabilities, cleaning of daily store spills, uphold cleanliness standards.

## **Education**

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### **Attending in Paralegal Studies**

Riverside City College - Riverside, CA

February 2023 to Present

**Certification in Medical office administration**

Concorde Career College-San Bernardino - San Bernardino, CA

April 2016 to March 2017

**High school diploma in General Studies**

Eric Birch High School - Fontana, CA

January 2004 to June 2006

## Skills

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- ICD (1 year)
- CLAIMS (Less than 1 year)
- CMS (Less than 1 year)
- CODING (Less than 1 year)
- Mouse
- Economics
- Office Admin
- Front Desk
- Front Office
- Data Entry (1 year)
- Microsoft Office
- ICD-10
- ICD-9
- CPT Coding
- Medical Office Experience
- Transcription
- Medical receptionist
- Filing
- Order entry
- Insurance verification
- HIPAA
- Intake
- Sales
- Customer service
- Property management
- Store management
- Typing
- Cash handling
- Front desk
- Order entry
- Cash register

## Certifications and Licenses

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### **ICDL**

June 2018 to Present

### **Medication Administration**

June 2018 to Present

### **Driver's License**

## Additional Information

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Administrative Skills

Fee Schedule

Insurance Eligibility

Practice Management Program

Denials

EOB/COB

EHR

Claims

837P/UB04

ABN

CMS-1500 paper claim

ICD 10 & CPT-4 Coding

HCPCS

Scanning, Faxing