

# CAROL ANN CONASTA

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## QUALIFICATIONS

Motivated, results-oriented administrative professional with a successful career history at *Liberty Healthcare Center*. Proven ability to prioritize and manage multiple responsibilities concurrently under strict deadlines. Outstanding organizational, mathematical and word processing skills. Easily and comfortably interacts with all levels of staff, patients and visitors.

## KEYWORD SUMMARY

- ♦ Payroll and Employee Benefits Processing
  - ♦ Filing and Personnel Record Management
  - ♦ Bookkeeping and Correspondence
  - ♦ Patient Accounting and Documentation
  - ♦ Insurance Claim Processing
  - ♦ Telephone Reception
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## ACHIEVEMENTS

### LIBERTY HEALTHCARE CENTER

- ♦ Achieved outstanding performance evaluations consistently and recognized by facility administrator for dedication and professional ethics.
- ♦ Ensured 100% accuracy in maintaining personnel files for annual state mandated surveys; commended by surveyors for exceptional organization and documentation.
- ♦ Met all time deadlines consistently in reporting for facility inspections and regulatory compliance.
- ♦ Recognized for dedication and commitment with a Career Service Award in 2002.

## EXPERIENCE

### **Administrative Assistant**

1980 - 2002

LIBERTY HEALTHCARE CENTER, Agawam, Massachusetts

Supported facility administrator and up to five departments including dietary nursing, maintenance and housekeeping. Maintained patient and staff records. Responsibilities also included:

- ♦ Processing biweekly payroll for 150 employees and fielding wage and salary inquiries.
- ♦ Tracking and monitoring staff medical, dental, vacation and time benefits; manually calculating accruals.
- ♦ Completing workman's compensation reporting and maintaining documentation for Department of Industrial Accidents and insurance companies; serving as facility liaison for insurers.
- ♦ Performing patient accounting for up to 40 accounts; ensuring facility payment and managing patient allowance accounts.
- ♦ Maintaining staff medical and personnel files; notifying employees of mandatory annual medical testing.
- ♦ Writing correspondence, prioritizing mail and offering support as needed throughout facility.
- ♦ Serving on various special event committees to sponsor affairs for staff, patients and community.

## TRAINING

~ Completed several seminars in communication, team-building, motivational strategies and computer training on diverse software programs.