

Yolanda Jones “Mickey”

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Education

Bachelor of Science in Education

Georgia Southwestern State University - Americus, GA
Health Science major with a concentration in Recreation

2007

Summary of Qualifications

I work smart, I learn as much as possible to make myself invaluable. I am a critical thinker and perceptive of people and their motivations. I look for new challenges to improve work productivity. I am compassionate and love working with people while positively impacting their growth as team members, clients, and patients.

Public Speaking/Presentation	ADP System Management	SharePoint
Prime Suite	Computer Skills/Typing	Salesforce
Confluence & Box	Troubleshooting	Detail Oriented
Sales & Customer Service	Interviewing, Hiring, Decision Making	Office Management

Professional Experience

Customer Support Technician

Greenway Health Carrollton, GA

07/2014 - 10/2021

- Provide knowledgeable technical and functional assistance to external customers in a prompt and courteous manner.
- Document call activity and document results promptly, conflict resolution
- Develop interpersonal service skills and drive efficiency and results to achieve high customer satisfaction
- Attend training classes, initiates self-training, participate in CBTs and demonstrate the application of knowledge and skills gained
- Demonstrate a thorough understanding of Greenway systems, clinical and imaging products, and their interaction with operating systems and environments
- Proactively pursues projects within the Support team to enhance Greenway’s business and customer service levels.
- Demonstrate initiative to constantly increase knowledge and skills in products as they are assigned
- Constantly and proactively improve customer service skills
- Assist other teams as necessary to complete projects that may affect timeliness, work multiple sites and expand knowledge base of state-by-state insurance processes
- Exceed operational goals, process paper claims and electronic claims, accounts payables
- Communicate with insurance payers, sites to determine how to proceed with matters that affect bottom line negatively to have positive turnover
- Manage sites with multiple locations simultaneously with financial budgets collectively of over 5 million dollars in annual profits
- Manage sites and facilities on multiple platforms that specialize in AIDS/HIV patients, dental patients, nursing home facility patients and general practitioner patients

I have also worked at Greenway in the capacities of a Billing Specialist and a Claims Analyst.

Child Care Provider

Crayon Academy Carrollton, GA

09/2013 – 07/2014

- Provided exceptional care to infants ages 0-14 months’ old

- Properly cleaned, disinfected and sanitized classroom and play objects daily
- Followed state and academy guidelines to ensure safety for all
- Completed on-line training courses through Child Care Education Institute
- Obtained and maintained CPR/First Aid Certification

Property Manager

Ambling Companies, Inc Macon, GA

02/2010 – 5/2011

- Managed HUD/ Section 8 Property Budget of \$70, 000(+) for 132 units' monthly
- Used EIV, Onsite and SharePoint programs
- Coordinated with vendors for property on-site work, in-put invoices for vendor payments
- Ordered supplies and Manage office, Notary Public
- Processed re-certifications, move-ins and move-outs, evictions, acted as court representation on behalf of the company, process for collection.
- Human resources, kept staff abreast of informational changes and standards, enforce policy and procedure, followed OSHA guidelines and logged trainings
- Provided data to human resources manager for filing details of unemployment benefits, create job tickets with DOL to initiate new hire process, test potential employees, hire and fire at will employees and vendors
- Accounts payable, receivables, collections, interviewer, human resource
- Attended trainings and conferences to improve quality of job performance
- Utilized Grace Hill website to stay current on training and fair housing material
- Supervised a staff of 6 or more employees including office and maintenance staff, manage time, PTO, Sick leave etc. with ADP software.

Assistant Property Manager

Ambling Companies, Inc Macon, GA

5/2009 – 2/2010

- Managed office and order supplies
- Processed new applications for 1,2, 3 and 4 bedroom vacancies, move-ins/move-outs
- Processed re-certifications for current residents
- Assist management in the hiring and firing process by taking applications, taking phone calls from DOL and setting up interviews while providing feedback from sitting in on the interviews