

# KATHY HOANG

## WORK EXPERIENCE

### CONTACT

713.979.8273  
kayteeayech@gmail.com

### EDUCATION

**Computer Science, AS**  
Houston Community College  
December 2023

**Bachelor of Science in Biology**  
Minors: Chemistry, Public Health  
University of Houston  
December 2016

**High School Diploma**  
Stephen F. Austin High School  
May 2013

### SKILLS

- Administrative
- Bilingual: English and Vietnamese
- Clerical Data Entry
- Clinical Knowledge Skills
- Communication
- Customer Service
- Detail-oriented
- Insurance Claims and Appeals
- Patient Relations
- Problem Solving
- Proficient with Microsoft Office Suite
- Research: Laboratory Techniques
- Teamwork
- Technical Support
- Time Management

### EXPERTISE

- Microsoft Office | Proficient
- Basic Life Support | Certified
- Python | Advanced Beginner
- Swift | Competent

#### Medical Scribe and Scheduler

My Pure MD | August 2023 – Present

- Prepped medical charts for new and existing patients and corrected inconsistencies in medical documentation.
- Took patient vitals (e.g. temperature, SpO2, BP, HR) and appropriately entered into EHR; accompanied physician and patient during interview and examination.
- Actively transcribed medical history, physical exam, assessment of labs and tests, and treatment plan during office visit on behalf of physician with accuracy.
- Prepared referral and medical necessity letters as directed by the physician via dictation or summary of medical records.
- Created personalized supplement schedules for each patient to ensure consistency.
- Assisted billing department with establishing and renewing membership plans.
- Booked discovery calls, initial consultations, appointments, and follow up visits with physician, nutritionist, and patient coordinator via CERBO and Acuity.
- Sent prescription renewals upon physician's approval.

#### Event Coordinator Assistant

ATN Event Staffing | June 2023 – Present

- YONDR – Dave Chapelle Show at Toyota Center
  - Placed all phones and smart watches in Yondr's secured pouches at arrival to create distraction-free show for both the artists and audience.
  - Reassured guests that they will be able to maintain their possessions at all times and can access them at designated locations throughout the venue.
  - Unlocked the Yondr pouches with company approved magnetic device when the show is over upon exit.
  - Assisted with clean up, inventory recollection, and take down of set up.

# KATHY HOANG

## WORK EXPERIENCE

### CONTACT

☎ 713.979.8273  
✉ kayteeayech@gmail.com

#### Medical Assistant

Texas Laparoscopic Consultants | *March 2022 – July 2023*

- Checked patients in and out of clinic; served as direct point of contact prior to nurse practitioner and attending surgeons.
- Scheduled initial consultations, appointments, and follow up visits.
- Charted patient medical history into AdvancedMD for attending surgeons.
- Prepped medical charts, operative reports, surgical pathology, and EGD results.
- Prior authorized medications and provided notice to corresponding pharmacies.
- Packaged, ordered, and refilled Semaglutide/b12 compounding medication for patients via contracted compounding pharmacies.
- Sent out blood work lab orders to Quest, LabCorp, and Principle.
- Educated patients upon proper pre-op and post-op care regarding diet, vitamins, and medications.
- Provided patients with support and advice throughout their bariatric journey under NP.
- Assisted NP with Biote pellet insertions and IV Hydration therapy.
- Completed FMLA, Disability Claims, and return back to work forms.
- Reverified patients' insurance benefits and eligibility.
- Aided the billing department with collecting office visit co-pays through Stripe, Care Credit, money orders, electronic and cash payments.
- Directed daily operations to meet clinical best practices and maintain exceptional patient care.

#### Assistant Manager; Optometric Technician

Luxottica | *April 2017 – March 2022*

- Performed procedural pre-tests: Lensometry, Depth Perception, Color Deficiency, Visual Acuity, Auto-Refractive via Clarifye, NCT, Optomap Retinal imaging, Lipiscan, and Visual Fields.
- Verified various vision and medical insurances prior to examination; submitted claims.
- Appropriately booked and rescheduled appointments via Tab.
- Charted patient medical history, health complaints, pre-test results, and previous prescriptions via Crystal EMR.
- Created billing invoices; collected cash, card, and over-the-phone payments.
- Trained new contact lens wearers how to safely put on, remove, and care for contact lenses.
- Mentored new hires to acquire best practice and time management on par with heavy flow of patients.
- Served as technical support for exam equipment and office devices.
- Proven track record of maintaining good customer relations and surpassing annual contact lens sales goal.
- Key holder of private practice; maintained clean environment.

# KATHY HOANG

## WORK EXPERIENCE

### CONTACT

☎ 713.979.8273  
✉ kayteeayech@gmail.com

#### Apple Care College Advisor

Apple, Inc. | *September 2015 – April 2016*

- Promoted exceptional customer service through active listening and adapted various communication styles based on client's pace of learning.
- Guided clients step-by-step to effectively determine the best fit resolution to their software/hardware issue.
- Answered inbound and placed outbound calls in a timely manner.
- Managed multiple applications at once and entered detailed data for each individual case.
- Provided technical support by troubleshooting the iOS software of affected product, resolving Apple account login issues, and creating claims and sending them to Apple Repair Center for hardware concerns.
- Booked Genius bar appointments based on client's location and schedule.
- Educated clients on how new features and products can positively provide or assist for their individual use.

#### Elder Caretaker

Everose Healthcare, Inc. | *March 2013 – December 2019*

- Provided care, companionship, and encouragement to enhance client's quality of life.
- Assisted with grooming, meal preps, household cleaning, enrichment activities, booking doctors' appointment(s), and transferring between rooms.
- Monitored daily intake of prescribed medication and kept patient on routine schedule; checked vital signs.
- Recorded changes in mood, food and water intake, frequency of bathroom use, health-related discomfort, and general concerns/improvements.

#### Receptionist; Assistant Manager

Heights Retreat Salon and Spa | *March 2009 – May 2020*

- Checked clients in and guided them to their designated room with assigned technician.
- Managed reservations, cancellations, rescheduling, and appointment reminders via Booker App.
- Answered inquiries and concerns regarding products, pricing, and different services.
- Maintained organized records of clients' services, payment history, contact information, and preferences.
- Verified third party service promotions from Groupon and Classpass.
- Provided a well-kept, clean environment; restocked refreshments and supplies daily.
- Designed, prepared, and distributed gift certifications upon collecting payment.
- Kept track of daily transactions via card, cash, or check and batched deposit slip end of day.