

SHAREE MANLEY

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EXPERIENCE

09/2020 to 05/2021

Admissions Representative - Grantham University – Kansas City, Missouri

- Utilized salesforce on a daily basis to reach out to prospective students
- Stayed in constant communication with students I had registered for a term to ensure they were ready to start classes on their start date
- Collaborated with other departments to ensure a smooth student transition as they began their courses
- Worked overtime and odd hours to ensure goals were met
- Had calls and documentation regularly used as an example for the standard of excellence my team was expected to maintain
- Utilized Google docs and meeting application to prioritize workflow and communicate between groups

05/2020 to 09/2020

Nursery Teacher - Spectrum Station – Kansas City, Missouri

- Collaborated with my assistant teachers to maintain a schedule for 8 infants and ensured that all teachers were aware of state and local guidelines for safe classroom practices
- Had one on one meetings with teachers who were not meeting specific requirements to provide correction so that extraordinary care was provided to every child and parent

08/2017 to 03/2020

Client Services Coordinator - Datafile Technologies – Kansas City, Missouri

- Handled all client facing responsibilities for my assigned clinics including updating SLA's, addressing filing concerns, and responding to any other questions that came up day to day.
- Managed 18 filing representatives assigned to 14 individual clinics
- Assisted my predominately remote reps in troubleshooting their IT issues.
- Trained filing representatives to file documentation within multiple electronic medical records systems.
- Ensured my team was always within compliance for our service level agreements for our clients
- Engaged in frequent delegation and collaboration of various tasks with other coordinators on my team

03/2017 to 08/2017

Patient Services Representative - Meritas Health Pediatrics – North Kansas City Hospital

- Communicated with the legal guardians of patients to ensure a top-quality experience every visit
- Gained basic knowledge on the use of eClinical Works to schedule appointments and file patient health information
- Learned how to be a role-model in the workplace without necessarily being in a leadership role

EDUCATION

01/2013 to 12/2016

Arkansas State University – Jonesboro Arkansas

- Met my general education requirements with additional electives taken with the intent to apply to nursing school.
- Achieved my EMT certificate with a straight A's in all assigned coursework