KEVIN MOLINA

ADMINISTRATIVE ASSISTANT | BILINGUAL ENGLISH–SPANISH

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PROFESSIONAL SUMMARY

Bilingual English–Spanish Administrative Assistant with 10 years of experience supporting customers, patients, providers, attorneys, and internal teams in fast-paced environments, including remote healthcare operations. Experienced in email and phone communication, appointment scheduling, records management, case documentation, CRM systems, billing-related information, and cross-functional coordination. Known for accuracy, confidentiality, organization, follow-through, and professional communication.

CORE SKILLS

- Administrative Support
- Data Entry & Records Management
- Microsoft Excel (Intermediate)
- Bilingual Communication
- Time Management
- Email & Phone Management
- Case & Document Management
- SharePoint
- Confidential Records / HIPAA
- Attention to Detail
- Calendar & Appointment Scheduling
- CRM Management
- Billing & Claims Support
- Problem Solving
- Customer & Patient Support

PROFESSIONAL EXPERIENCE

Administrative Assistant | **Full-time Remote** | **Parehjan & Vartzar Chiropractic** | *10/2025 – 08/2026*

- Managed multiple email accounts, organizing incoming requests and providing prompt, professional responses.
- Handled inbound and outbound calls with patients, law firms, and professional contacts, ensuring accurate information and effective follow-up.
- Maintained patient records, account information, lien documentation, and case files with accuracy and confidentiality.
- Scheduled and coordinated medical appointments across multiple office locations and communicated appointment details and updates to patients.
- Monitored provider account balances and maintained accurate financial and administrative records.
- Gathered and organized information for active personal injury cases and prepared case status updates for internal review.
- Coordinated administrative information among patients, healthcare providers, and law firms to support efficient case and office management.
- Provided day-to-day administrative and front-desk support as needed.

Front Desk Associate | **Vision Source West Sahara** | *03/2025 – 08/2025*

- Scheduled, confirmed, and managed patient appointments using clinic scheduling software.
- Verified patient and insurance information and maintained accurate records in accordance with HIPAA confidentiality requirements.
- Answered calls and resolved questions regarding services, appointments, and insurance coverage.
- Coordinated with optometrists and technicians to support smooth patient flow and daily clinic operations.
- Completed administrative tasks including filing, faxing, and front-desk inventory support.

Provider Service Representative | **Blue Cross Blue Shield of Massachusetts** | *09/2024 – 12/2024*

- Supported healthcare providers by understanding needs, resolving issues, and answering product and service questions.
- Collaborated with team members to maintain service standards and deliver knowledgeable, professional support.
- Resolved customer and provider concerns while maintaining a strong focus on accuracy and satisfaction.

Back Office & Case Manager Specialist | **One Call Insurance** | *11/2019 – 03/2023*

- Coordinated appointments among drivers, patients, and healthcare facilities and ensured required information was communicated accurately.
- Reviewed medical records for billing information and patient-data accuracy.
- Checked claims coding for accuracy against ICD-10 standards and maintained records of collections, adjustments, and denials.
- Managed and organized case files, documentation, and client records, ensuring required documents were prepared, filed, and submitted on time.

- Facilitated communication among healthcare professionals, attorneys, and clients, including bilingual communication when language barriers were present.

Customer Service Representative | **Cricket Wireless** | *08/2016 – 10/2019*

- Managed customer accounts and CRM records while troubleshooting system and service-related issues.
- Handled escalations, billing questions, orders, returns, exchanges, and technical support requests.
- Identified customer needs and recommended appropriate products or services while maintaining professional service.

Housekeeping Services | **Silver Bay YMCA** | *05/2023 – 07/2024*

- Maintained high standards of cleanliness and hygiene while providing courteous service to guests and clients.

EDUCATION

Bachelor's in Health Care | Colegio Coronel Francisco Linares | 01/2010 – 01/2012

CERTIFICATIONS & TRAINING

- Translation and Interpretation Course
- Become a Trainer Course
- SharePoint Introduction Course
- Intermediate Excel Course