

**Zarena Allen**  
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## **Education**

<b>American Intercontinental University Online (AIU)</b> MBA - Human Resource Management	BUCKHEAD, GA 11/2004-4/2005
<b>American Intercontinental University Online (AIU)</b> MBA - Human Resource Management	BUCKHEAD, GA 01/2004-11/2004
<b>University of Missouri-Kansas City</b> Bachelors of Liberal Arts	KANSAS CITY, MO 1995-1998

## **Certifications/Licensure**

<b>National Center for Competency Testing Incorporation</b> National Certified Insurance Coding Specialist Certification 9/2003 - Current	Overland Park, KS
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National Certified Medical Assistant  
9/2003 – Current

<b>DADS Texas Nurse Aid Registry</b> Certified Nurse Aid Expires 05/23/2019	Austin, TX
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<b>American Heart Association – Houston</b> Basic Life Support Provider Expires 10/6/2019	Houston, TX
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## **Relevant experience**

<b>Remote &amp; On-site Clinical Coordinator</b> <b>Client Billing &amp; Coding Specialist/Physician Support Trainer</b> <b>Implementation Independent Contractor</b> <b>01/1997 – Current</b>	<b>ZAAU INC. / Pearland, TX</b>
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- Experienced billing for Family Medicine, Home Health, Internal Medicine, Surgical and Mental Health specialties
- eClinical Works, Medisoft, Athena Health, Medical Manager etc. (Able to acclimate to any and all softwares)
- Coded all daily clinic visits/ancillary visits using ICD-9 / ICD-10, CPT-4 reference books and the 3M Encoder to assign codes
- Sequenced diagnosis/procedures for the outpatient medical records according to coding guidelines
- Worked with physicians, nursing staff to clarify/correct records

- Entered data for billing purposes
- Updated policy and procedure manuals
- Trained Medical Assistant's and Medical Administrative Assistants on all administrative, clinical, and lab competencies and skills
- Ensure claims are entered and submitted with 48 hours of receipt
- Accurately apply payments to patient accounts
- Post and reconcile insurance and patient payments. Research and resolve incorrect payments, EOB rejections, and other issues with outstanding accounts
- Insure accuracy of insurance claims. Verify correct ICD-9 / ICD-10 and CPT codes for a variety of specialties
- Set up new patient accounts
- Assign ICD-9 / ICD-10 to physician's diagnosis and insure correct level of service and various other CPT codes
- Set-up practice management software for submission of electronic claims to clearinghouse. Work with clearinghouse to resolve file compatibility issues
- Retrieve Electronic Remittance Advice (ERA's)
- Send secondary claims upon processing of primary insurance
- Monthly processing of Patient statements. Answer and resolve patient billing inquires
- Follow up on Insurance and patient aging. Re-submit insurance claims as necessary
- Knowledgeable in timely filing restrictions
- Insure office practices are in compliance with HIPAA regulations

**Certified Nurse Aid and Medical Assistant (PRN)  
09/2016 – Present**

**UltraStaff / Houston, TX**

- Performed a combination of tasks under direction of physician and physician assistant.
- Assisted in examination and treatment of patients.
- Interviewed patients.
- Measured vital signs, such as pulse rate, temperature, blood pressure, weight, and height.
- Recorded information on patients' charts.
- Prepared treatment rooms for examination of patients.
- Draped patients with covering and positions instruments and equipment.
- Hands instruments and materials to doctor as directed.
- Cleaned and sterilized instruments, inventoried and orders medical supplies and materials.
- Operated electrocardiograph (EKG) and other equipment to administer routine diagnostic test on patients and/or called medical facility or department to schedule patients for tests.
- Gave injections or treatments.
- Performed routine laboratory tests.
- Scheduled appointments.
- Kept X-ray and other medical records.
- Performed secretarial tasks.
- Completed insurance forms.
- Keyed data into EMR software to maintain office and patient records.
- Served as a technician in emergency room and medical surgical departments under nurses and doctors supervision in hospital environments.
- Set up rooms for new admissions, set feeding pumps.
- Assisted nurses and respiratory therapist in bagging patients.
- Hooked up oxygen tanks.

- Transferred patients.
- Collected x-rays.
- Other tasks consisted of patient lifting, vital signs, and drawing saline flushes and other challenging tasks.

**Certified Nurse Aid and Medical Assistant (Private Duty)  
10/2012 – 02/2015**

**BrightStar / Friendswood, TX**

- Performed a combination of tasks under direction of physician and physician assistant.
- Assisted in examination and treatment of patients.
- Interviewed patients.
- Measured vital signs, such as pulse rate, temperature, blood pressure, weight, and height.
- Recorded information on patients' charts.
- Prepared treatment rooms for examination of patients.
- Draped patients with covering and positions instruments and equipment.
- Hands instruments and materials to doctor as directed.
- Cleaned and sterilized instruments, inventoried and orders medical supplies and materials.
- Operated electrocardiograph (EKG) and other equipment to administer routine diagnostic test on patients and/or called medical facility or department to schedule patients for tests.
- Gave injections or treatments.
- Performed routine laboratory tests.
- Scheduled appointments.
- Kept X-ray and other medical records.
- Performed secretarial tasks.
- Completed insurance forms.
- Keyed data into EMR software to maintain office and patient records.
- Served as a technician in emergency room and medical surgical departments under nurses and doctors supervision in hospital environments.
- Set up rooms for new admissions, set feeding pumps.
- Assisted nurses and respiratory therapist in bagging patients.
- Hooked up oxygen tanks.
- Transferred patients.
- Collected x-rays.
- Other tasks consisted of patient lifting, vital signs, and drawing saline flushes and other challenging tasks.

**Clinical Coordinator / Medical Assistant  
07/2006 – 12/2007**

**Southwest Doctors, MD Reliance Inc. / Houston, TX**

- Trained incoming Medical Assistants throughout several locations.
- Managed the development of a technical services manual, wrote standard operating procedures, and created training materials
- Trained employees to perform administrative and technical tasks
- Improved team member communication and medical record integrity by developing metrics for analyzing quality assurance data and tracking workflow
- Worked in a customer service role including communicating and visiting with clinicians and support staff to meet their needs
- Performed a combination of tasks under direction of physician and physician assistant.

- Assisted in examination and treatment of patients which consisted of interviewing patients, measures vital signs, such as pulse rate, temperature, blood pressure, weight, and height, and records information on patients' charts.
- Prepared treatment rooms for examination of patients; draped patients with covering and positions instruments and equipment.
- Hands instruments and materials to doctor as directed.
- Cleans and sterilizes instruments, inventoried and orders medical supplies and materials.
- Operated electrocardiograph (EKG), and other equipment to administer routine diagnostic test and called medical facilities or department to schedule patients for tests.
- Gave injections or treatments, and performs routine laboratory tests.
- Scheduled appointments.
- Kept x ray and other medical records.
- Performed secretarial tasks.
- Completed insurance forms.
- Keyed data into EMR software to maintain office and patient records.

**Medical Assistant / Nurse Tech/CNA**  
**02/1994 - 10/1996**  
**10/2005 - 04/2009**

**Maxim Healthcare Agency / Kansas, Missouri, and Texas**

- Performed a combination of tasks under direction of physician and physician assistant; assist in examination and treatment of patients which consisted of interviewing patients, measures vital signs, such as pulse rate, temperature, blood pressure, weight, and height, and records information on patients' charts.
- Prepared treatment rooms for examination of patients; draped patients with covering and positions instruments and equipment.
- Hands instruments and materials to doctor as directed.
- Cleaned and sterilized instruments, inventoried and orders medical supplies and materials.
- Operated electrocardiograph (EKG) and other equipment to administer routine diagnostic test on patients and/or called medical facility or department to schedule patients for tests.
- Gave injections or treatments, and performs routine laboratory tests.
- Scheduled appointments, kept x ray and other medical records, performed secretarial tasks, completed insurance forms and keyed data into EMR software to maintain office and patient records.
- Served as a technician in emergency room and medical surgical departments under nurses and doctors supervision in hospital environments.
- Set up rooms for new admissions.
- Set feeding pumps.
- Assist nurses and respiratory therapist in bagging patients.
- Hooked up oxygen tanks.
- Transferred patients.
- Collected x-rays.
- Other tasks consisted of patient lifting, vital signs, drawing saline flushes and other challenging tasks.

**Medical Assistant / Nurse Tech / CNA  
01/2003 - 05/2005**

**Deans Professional Services / Houston, TX**

- Performed a combination of tasks under direction of physician and physician assistant; assist in examination and treatment of patients which consisted of interviewing patients, measures vital signs, such as pulse rate, temperature, blood pressure, weight, and height, and records information on patients' charts.
- Prepared treatment rooms for examination of patients; draped patients with covering and positions instruments and equipment.
- Hands instruments and materials to doctor as directed.
- Cleaned and sterilized instruments, inventoried and orders medical supplies and materials.
- Operated electrocardiograph (EKG) and other equipment to administer routine diagnostic test on patients and/or called medical facility or department to schedule patients for tests.
- Gave injections or treatments, and performs routine laboratory tests.
- Scheduled appointments, kept x ray and other medical records, performed secretarial tasks, completed insurance forms and keyed data into EMR software to maintain office and patient records.
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- Hooked up oxygen tanks.
- Transferred patients.
- Collected x-rays.
- Other tasks consisted of patient lifting, vital signs, drawing saline flushes and other challenging tasks.

**CMD Ortho Coordinator  
Dental-Medical Billing Specialist  
10/1999 - 09/2000**

**Dr. G.H. Radford, Almeda Dental Group/ Houston, TX**

- Performed a combination of tasks under direction of physician and physician assistant; assist in examination and treatment of patients which consisted of interviewing patients, measures vital signs, such as pulse rate, temperature, blood pressure, weight, and height, and records information on patients' charts.
- Prepared treatment rooms for examination of patients; draped patients with covering and positions instruments and equipment.
- Hands instruments and materials to doctor as directed.
- Cleaned and sterilized instruments, inventoried and orders medical supplies and materials.
- Operated electrocardiograph (EKG) and other equipment to administer routine diagnostic test on patients and/or called medical facility or department to schedule patients for tests.
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- Scheduled appointments, kept x ray and other medical records, performed secretarial tasks, completed insurance forms and keyed data into EMR software to maintain office and patient records.
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- Transferred patients.
- Collected x-rays.
- Other tasks consisted of patient lifting, vital signs, drawing saline flushes and other challenging tasks.

### **Teaching experience**

**School of Healthcare – Allied Health Adjunct Faculty  
12/2017 - Present**

**Independence University / Phoenix, AZ**

- Provided individualized instruction to students in the Medical Assisting/ Medical Office Assistant/Medical Coding and Billing Health Administration Programs.
- In addition to having strong academic credentials and instructional distinction in the online classroom.
- Managed the classroom to an appropriate level for entry level college students and use the materials provided without alteration.
- Created classroom environment focused on course content and detailed with timely feedback.
- Instructed students on course content versus facilitating discussion every week via email, newsgroups, and voice to voice contact to assist students with questions, provide support, and participate in brief classroom discussion.
- Conduct classes in accordance with established syllabi and lesson plans.
- Prepare, administer and grade assignments, quizzes and tests.
- Provide objective and subjective feedback regarding student performance.
- Maintain records of student attendance, grades, lab, and/or homework assignments.
- Advise students regarding academic matters to improve successful course completion.
- Conduct assigned courses that results in a high level of student satisfaction and course completion.
- Communicate pro-actively with campus administration regarding student issues.
- Ensure campus and college regulations and policies are known and followed.
- Maintain a healthy, secure, and safe classroom environment.
- Participate in scheduled faculty meetings and in services.
- Report Preparation.

**Medical Administrative Assistant – Continuing Ed Adjunct Faculty  
Medical Coding & Billing Faculty – Continuing Ed Adjunct Faculty  
School of Business Administration Adjunct Faculty**

**Houston Community College / Houston, TX  
01/2013 - Present**

- Provided individualized instruction to students in the Medical Assisting/ Medical Administrative Assisting/Medical Coding, Billing Health Administration Programs and Business Administration Programs.
- Assist in Curriculum Development, Program Development and Instructional Design

- In addition to having strong academic credentials and instructional distinction in the online classroom.
- Managed the classroom to an appropriate level for entry level college students and use the materials provided without alteration.
- Created classroom environment focused on course content and detailed with timely feedback.
- Instructed students on course content versus facilitating discussion every week via email, newsgroups, and voice to voice contact to assist students with questions, provide support, and participate in brief classroom discussion.

**Medical Office Assistant**  
**Medical Administrative Assistant**  
**Medical Coding & Billing Adjunct Faculty**  
**08/2012 - Present**

**Herzing University Online / Menomonee Falls, WI**

- Provided individualized instruction to students in the Medical Assisting/ Medical Office Assistant/Medical Coding and Billing Health Administration Programs.
- Assist in Curriculum Development, Program Development and Instructional Design
- In addition to having strong academic credentials and instructional distinction in the online classroom.
- Managed the classroom to an appropriate level for entry level college students and use the materials provided without alteration.
- Created classroom environment focused on course content and detailed with timely feedback.
- Instructed students on course content versus facilitating discussion every week via email, newsgroups, and voice to voice contact to assist students with questions, provide support, and participate in brief classroom discussion.

**Medical Assistant**  
**Medical Administrative Assistant**  
**Medical Coding & Billing Faculty**  
**03/2008 – 05/2009**  
**01/2012 – 11/2012**

**Corinthian Colleges Inc. & Everest / Houston, TX**

- Provided individualized instruction to students in the Medical Assisting/ Medical Administrative Assisting/Medical Coding and Billing Health Administration Programs.
- Assist in Curriculum Development, Program Development and Instructional Design
- In addition to having strong academic credentials and instructional distinction in the online classroom.
- Managed the classroom to an appropriate level for entry level college students and use the materials provided without alteration.
- Created classroom environment focused on course content and detailed with timely feedback.
- Instructed students on course content versus facilitating discussion every week via email, newsgroups, and voice to voice contact to assist students with questions, provide support, and participate in brief classroom discussion.

**Business & Healthcare Administration Adjunct Faculty**  
**02/2009 – 10/2012**

**LA College Online / Los Angeles, CA**

- Utilized strong academic credentials and instructional distinction in the classroom.
- Manage the classroom to an appropriate level for entry level college students and use the materials provided without alteration.
- Assist in Curriculum Development, Program Development and Instructional Design
- Created classroom environment focused on course content and detailed with timely feedback.
- Instructed students on course content versus facilitating discussion every week via email, newsgroups, and voice to voice contact to assist students with questions, provide support, and participate in brief classroom discussion.
- Responded to checkpoint assignments and short answer assignments within required time and email students proactively when they are late submitting assignments and/or are struggling in the class.
- Provided individualized instruction to students in the Health Administration Program.

**Healthcare Administration Adjunct Faculty**  
**02/2008 – 11/2011**

**Axia College & University of Phoenix Online / Phoenix, AZ**

- Utilized strong academic credentials and instructional distinction in the classroom.
- Manage the classroom to an appropriate level for entry level college students and use the materials provided without alteration.
- Assist in Curriculum Development, Program Development and Instructional Design
- Created classroom environment focused on course content and detailed with timely feedback.
- Instructed students on course content versus facilitating discussion every week via email, newsgroups, and voice to voice contact to assist students with questions, provide support, and participate in brief classroom discussion.
- Responded to checkpoint assignments and short answer assignments within required time and email students proactively when they are late submitting assignments and/or are struggling in the class.
- Provided individualized instruction to students in the Health Administration Program.

**Director of Healthcare (CAAHEP Focused)**  
**Medical Assistant/Medical Billing & Coding Instructor**  
**05/2009 – 12/2009 Contract**

**Westwood College / Houston, TX**

**Externship Coordinator/Interim Director**  
**Medical Assistant/Medical Billing & Coding Instructor/ (ACCSCT/CAAHEP Focused)**  
**04/2005-12/2005 Contract**

- Under DOE, coordinated, assigned, tracked, and reported all activities related to the externship program.
- Assist in Curriculum Development, Program Development and Instructional Design
- Facilitated the student's transition from class work to externship to graduate in preparation for placement.
- Evaluated and resolved student inquiries, issues, and problems, and ensure appropriate action is taken to the satisfaction of the student, Company, and/or regulatory agencies in compliance with policies, procedures and legal requirements.



- Coordinated the selection process of placing students on externship sites.
- Assisted the Director of Career Services in identifying externship sites.
- Assisted with site visits where appropriate.
- Maintained on-going communication with both the students and externship sites.
- Identified and located Externship sites by visiting potential sites and inquiring about availability.
- Submitted analysis and data with the use of SAP to Director of Education/Campus President for any change in student and department activities.
- Instructed in the Medical Assisting and Medical Billing & Coding areas.
- In addition to teaching a wide variety of health/computer program courses which consisted of understanding healthcare systems and models; medical terminology and language; communication and psychology for healthcare professionals; anatomy and physiology in addition to health and disease; and healthcare accounting and medical billing and coding.
- Participated in health program planning, evaluation, and in the development and implementation of health and pharmacy program curriculum.
- Worked with budget development and maintained program resources.
- Assisted with student recruitment, academic advisement, and placement.

Administrative

- Maintained externship records and collect and organize all forms associated with the program including student attendance and grade sheets.
- Ensured that Externship Agreements are properly maintained and sent to Corporate for review.
- Maintained a time log of all activities related to the administration of the program.

**Director of Education/Instructor                      Southwest Institute of Medical Technology (SWIMT) / Houston, TX  
07/2006 – 12/2007**

- Strong academic credentials and instructional distinction in the classroom.
- Demonstrated ability to provide leadership, and articulate a vision, for the future of an effective campus and online medical assistant program.
- 10 years' experience in post-secondary/college/ university curriculum development.
- Demonstrated commitment to the excellence of medical education and substantial leadership experience which consisted of the knowledge of the curriculum process.
- Leadership style promotes shared decision making, academic excellence, creativity, and innovation with the ability to cultivate positive and productive collaborative relationships with diverse faculty, administrators, and students.
- Displayed outstanding written and oral communication skills in addition to excellent interpersonal and organizational skills.
- Facilitated the student's transition from class work to externship to graduate in preparation for placement.
- Evaluated and resolved student inquiries, issues, and problems, and ensured appropriate action is taken to the satisfaction of the student, Company, and/or regulatory agencies in compliance with policies, procedures and legal requirements.
- Coordinated the selection process of placing students on externship sites.
- Coordinated all externship sites; assist with site visits where appropriate.
- Maintained on-going communication with both the students and externship sites.
- Identified and located externship sites by visiting potential sites and inquiring about availability.
- Created and completed other projects as assigned by the school director.

- Instructor for the Medical Assisting and Medical Billing & Coding areas.
- in addition, to teaching a wide variety of health/computer program courses which consisted of understanding healthcare systems and models; medical terminology and language; communication and psychology for healthcare professionals; anatomy

**Health Information Specialist Instructor**  
**05/2003 – 04/2005**

**Ultrasound Diagnostic (CCI) / Houston, TX**

- Served as an instructor for the Medical Billing/Coding Systems Program and assists the school in developing and maintaining a quality program of instruction.
- In addition to fostering academic excellence in teaching and learning and instructing students in accordance to school policies/curricula.
- Effectively prepared for class and assists students to expanded their education capabilities.
- Maintained currency in teaching field through professional development and provided course instruction in accordance with established course outlines.
- Instructed in the Medical Assisting and Medical Billing & Coding areas.
- In addition, to teaching a wide variety of health/computer program courses which consisted of understanding healthcare systems and models; medical terminology and language; communication and psychology for healthcare professionals; anatomy and physiology in addition to health and disease and healthcare accounting and medical billing and coding.
- Informed students concerning course requirements, evaluation procedures and attendance requirements.
- Maintained necessary attendance and scholastic records, and submits them according to published deadlines.
- Prepared and grade course assignments and examinations in a timely manner.
- Participated in faculty discussions of curriculum, teaching/learning techniques and teaching materials.
- Developed and revised course materials as necessary to maintain state-of-the-art teaching and learning.

**Medical Assistant and Medical Coding & Billing Instructor**  
**Lead Medical Instructor**  
**02/2001 – 06/2003**

**Genesis Vocational Training / Houston, TX**

- Provided instruction for students in the Medical Assisting / Medical Billing & Coding - Computer Help Desk Support Specialist Program areas.
- Taught a wide variety of health/computer program courses.
- Participated in health program planning, evaluation, and in the development and implementation of health and pharmacy program curriculum.
- Worked with budget development and maintained program resources.
- Assisted with student recruitment, academic advisement, placement, advisory committees, and co-curricular student activities.
- Performed other tasks as assigned.
- Conducted classroom training for employees, ensuring knowledge and compliance with departmental and institutional philosophy, policy/procedures and post orders.

- Conducted on-the-job training for employees to ensure all standards are being utilized in the operation of the institution; prepared lesson plans and developed educational/training curriculum for Medical Assisting-CNA-Medical Billing & Coding-Computer Help Desk Support Specialist Programs.
- In addition to specialized field training and advanced training programs.
- Designed tests and measurements for evaluation of participants and training effectiveness.
- Maintained primary security equipment.
- Tested and evaluated new equipment and made recommendations for purchases.
- Maintained complete and accurate training files for employees assigned to the Medical Department.
- Provided input to Medical Director regarding educational and curriculum objectives.
- Coordinated student educational and vocational goals with staff.
- Consulted with other instructors on course development and students' progress.