# Aviana Ha

*Administrative Support Specialist*

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## Summary

Detail-oriented professional with over 10 years of experience in customer support, administrative coordination, and operational management within healthcare-adjacent environments. Proven ability to manage complex workflows, maintain accurate records, and communicate effectively across teams and with external partners. Experienced in managing daily operations in fast-paced service environments, with a strong commitment to accuracy, compliance, and exceptional customer care. Currently pursuing foundational training in life science technologies and project coordination to support transition into the genomics and clinical research support field. Seeking to leverage transferable skills in communication, data tracking, and client service in a scientific project management support role.

## Experience

### Administrative Support Specialist at UAB Medicine – Outpatient Services Coordination Center

01 Mar 2018 – Present

Serve as a primary point of contact for patient services, coordinating scheduling, order confirmations, and documentation for specialty clinics. Manage inbound and outbound communication via phone and email, providing consistent updates on appointment status, supply kit distribution, and procedural requirements. Track order fulfillment for over 200 weekly service requests, maintaining logs in shared databases and coordinating with logistics teams for timely delivery. Collaborate with clinical staff to relay patient inquiries, document changes in eligibility criteria, and support status updates on long-term treatment plans. Maintain accurate patient account information in compliance with internal privacy standards; handle sensitive details with discretion. Developed a standardized checklist for order processing, reducing internal miscommunication by 15% over six months. Support audit preparation by organizing and retrieving files, ensuring 100% compliance during two annual internal reviews.

* Recognized with UAB Support Staff Excellence Award (2021) for consistent accuracy and positive feedback from clinical coordinators.

### Customer Service Coordinator at CVS Health – Retail Pharmacy Support

01 Jun 2013 – 01 Feb 2018

Provided frontline customer service in a high-traffic retail pharmacy environment, supporting prescription fulfillment logistics. Coordinated with pharmacy technicians and managers to verify customer account information, process payments, and track prescription status. Managed inventory for over-the-counter medications and health supplies, performing weekly audits and restocking as needed. Assisted in processing insurance claims and resolving billing discrepancies in coordination with pharmacy staff. Handled patient inquiries regarding prescription readiness, lab referrals (e.g., A1C testing), and delivery timelines. Trained 4 new team members on POS systems, customer data entry, and store protocols.

* Achieved top 10% in regional customer satisfaction scores for two consecutive years (2015–2016) based on post-visit surveys.

### Operations Assistant at MedSouth Regional Diagnostics – Patient Logistics Division

01 Sep 2010 – 01 May 2013

Supported logistics for outpatient diagnostic testing services, including scheduling, kit distribution, and result tracking. Communicated with external clinics to confirm collection parameters, shipping details, and receipt of test samples. Maintained daily logs of sample intake and data handoffs to internal labs, ensuring full chain-of-custody documentation. Served as backup for front-desk reception, managing phone calls and visitor check-ins during peak hours. Collaborated with billing support to verify patient eligibility and insurance pre-authorizations. Managed supply inventory for specimen collection kits, coordinating re-orders with vendors.

* Role did not involve direct handling of biological samples or participation in lab analysis.
* Reduced data entry processing time by streamlining intake forms; contributed to a 20% decrease in administrative delays.

## Education & Training

### Bachelor of Science, Health Services Administration

University of Alabama at Birmingham

– 01 May 2010

Result: 3.2/4.0

## Skills

Customer Service & Client Relations, Order Fulfillment Coordination, Data Entry & Record Maintenance, Microsoft Office Suite (Word, Excel, PowerPoint), Email & Phone Communication, Inventory & Supply Management, Problem Resolution & Issue Escalation, Team Collaboration, Time Management & Task Prioritization, Compliance with Operational Procedures, Basic Database Management, Document Organization & Filing, Multitasking in High-Volume Environments, Conflict Management, Professional Phone Etiquette, Attention to Detail, Cross-Functional Communication, Process Adherence, Change of Shift Handoffs, Clinical Environment Exposure (non-clinical role), HIPAA Awareness (basic familiarity), Calendar Management, Meeting Scheduling, Report Generation (basic), Customer Feedback Collection, Order Tracking & Status Updates, Interdepartmental Liaison Support, Ad Hoc Project Support, Professionalism Under Pressure

## Languages

### English | – Present

Native speaker

### Vietnamese | – Present

Conversational

## Certifications & Credentials

### PMP Certification (In Progress) | 2024-09-30

PMI

Enrolled in PMI-approved prep course; expected completion: Q3 2024

### HIPAA Privacy & Security Compliance Training (Completed) | 2018

UAB Medicine

Completed HIPAA Privacy & Security Compliance Training in 2018

## Awards

### UAB Support Staff Excellence Award | 2021

UAB Medicine

Recognized for consistent accuracy and positive feedback from clinical coordinators.

### Top 10% Regional Customer Satisfaction Scores | 2015-2016

CVS Health

Achieved top 10% in regional customer satisfaction scores for two consecutive years based on post-visit surveys.

## Projects

### Patient Flow Analysis Project | – Present

Collaborative team project analyzing patient flow inefficiencies in outpatient clinics using Excel for data visualization.

### HIPAA Compliance Research Paper | – Present

Research paper on HIPAA compliance in non-clinical support roles.

## Interests

### Science Outreach | – Present

* Participate in local science outreach events
* attend community health fairs
* amateur data visualization projects using public health datasets
* reading scientific journalism

## References

### – Present