

Xiomarallely Perez

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La Crosse WI,
Relocating to WA
(608) 865-1877

Education

A.S. in Digital Marketing Management *Western Technical College, WI* **2023**

Experience

Patient Service Specialist *Gundersen Health System, Onalaska, WI* **2022 – Present**

Effectively coordinate and schedule appointments and procedures through EPIC.

Promote and maintain a warm and inviting environment for the patient/family by focusing attention on their needs.

Reconcile the department schedule to account for accuracy in billing, dictation and data collections related to the patient's visits.

Work within organizational guidelines for collecting payments and directing customers to appropriate resources.

Respect and uphold the confidentiality of crucial patient health information.

Assistant Manager *Cold Stone Creamery, Onalaska, WI* **2019 - 2022**

Direct and supervise staff, manage sales activities to ensure quality and accuracy of purchase, oversee customer interactions and satisfaction.

Enforce safety, health, and security rules.

Inventory Management including inventory counts and weekly Cost of Goods reports.

Mentor staff including establishing and implementing policies, objectives, goals, and procedures.

Hire, train, evaluate staff, prepare weekly shift coverage, and assign duties.

Crew Member *Cold Stone Creamery, Onalaska, WI* **2018 - 2019**

Utilize periodic projected product demand report to ensure daily and promotional items are available.

Maintain store cleanliness and appealing atmosphere.

Provide excellent customer service to all guests.

Community Involvement and Certificates

Multicultural Club / 2020 - Present

A student-led club that is designed to promote cultural awareness & empower student success.

Introduction to SQL & Joining Data in SQL / Certificate Statement of Accomplishment / DataCamp

Digital Content Specialist / Digital Designing Component, Western Technical College / Certificate

Ran a digital marketing campaign; created, maintained website in WordPress.

Social Media Training / Advanced Social Media Training , HubSpot

Skills

Language: Bilingual Fluent in English and Spanish

Computer: Proficient in Microsoft Office, Windows, Mac, HubSpot, WordPress & EPIC