

Carlene R. Roberts
600 Brookside Court
Virginia Beach, Virginia. 23452

Objective

A professional who has served as a liaison or representative for people with needs in a healthcare, community, and educational setting is seeking a position in a strong organization or working as an independent contractor where my education and professional experience can be utilized to the fullest.

Brief overview

Specializing in social media management, virtual assistant, graphic design, tutoring, direct support for special needs adults and children. Provided mentoring and emotional support to families and at risk youth and adults in crisis. Initiate communications and interactions with outside resources, agencies, and organizations. Multi task, able to work under pressure. Efficient and effective in duties. Get along well with the public, peers, and employers. Conduct responsibilities in a timely manner. Evaluate and bring to resolution problems and situations. Specializing in event planning, workshops, seminars, and public speaking. Interacts well with media and coordinate marketing/promotional packages and other public relations.

Professional experience

- 2017 – Present * Intercept Youth Services * Virginia Beach, Va.

Counselor - Part Time

Interact with all residents in accordance with the program expectations and transitional living plan. Contribute to the formulation and implementation of the resident transitional living plan. Assist with life skills learning, transportation, and administrative duties. Exercise fair, firm and consistent use of behavioral system. Record accurate and complete information in the resident chart pertaining to: resident behavior, critical incidents, AWOLs, restrictions, unusual sleep patterns, etc.

- 2013 – Present * Four C's Senior Care * Virginia Beach, Va.

Chief Executive Officer / Owner - PRN

Responsible for daily business operations of a residential home for seniors and adults with disabilities. Directs and manages all facets of a company's short-term and long-term goals, policies, procedures and initiatives. Advise and make recommendations to the Board Members.

- 2015 – 2017 * Butterfly Effects * Virginia Beach, Va.

Registered Behavioral Tech - Part Time

Responsible for the direct implementation of behavior-analytic services and therapy. Provides direct one-on-one behavioral interventions to teach communication, social, and daily living skills and reduce problematic behaviors in the home, community, and school settings. Collect and enter data. Trained in ABA therapy.

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- 2015 – 2017 * Hope House * Norfolk, Va.

Direct Service Professional - Part Time

Assisting adults with disabilities to live fulfilling lives also assisting in the rehabilitation of long-term injuries or illnesses. Teach the necessary interpersonal skills to function within society Duties Includes, motor skills therapy, assistance with logical thinking, helping to gain employable skills, medication management and administration, and behavioral support.

- 2007 – Present * Virginia Beach & Norfolk * Hampton Roads, Va.

Homebound / Guest Teacher / Special Needs - PRN

Responsible for classroom and family educational activities. Assure the development of all lesson plans that reflect the high scope curriculum and creative curriculum. Serve as Teacher in classroom activities and homebound setting. Meet the daily needs of all children. Implement early literacy activities. Assist Teacher in implementing daily curriculum including taking anecdotal notes for and Creative Curriculum as needed. Cooperate with, and follow through on suggestions/recommendations of, managers, leaders and specialists to establish a quality comprehensive child/family program. Support the design and implementation of program self-assessment. Ensure documentation of all contacts with parents.

- 2009 – 2012 * Sentara Health System * Hampton Roads, Va.

Administrative Associate (Emergency Room) - Full Time

An Emergency & Critical Care Liaison whose duties includes: Create logs and requisitions, assist in non-clinical care, manage medical records, update Emergency Operation System, verify Insurance & patient demographics, address and advocate patient needs and concerns, troubleshoot ER equipment and place service calls, research & coordinate emergency & critical treatment team, arrange doctor schedules, patient transportation, & dietary needs, distribute calls Via Ascom, patient responder, and switchboard, report security issues/privacy threats & hospital bed flow census

- 2006 – 2009 * Sentara Health System * Hampton Roads, Va.

Administrative Associate/Safety Partner - Full Time

Set up new accounts and follow up for additional information. Data Entry of doctor orders. Admit and discharge patients. Clerical responsibilities including documentation and reviewing accounts. Create and retrieve reports for various departments. Coordinate financial logs on patient visits and multi-specialty departments. Compile ICD9 and CPT information for various insurances for billing. Assist in training & instructing new employees.

As a Safety Partner; Monitor at risk patients. Record activities and behavior. Provide patient care by assisting with ADL's. Implement Suicide and Safety precautions. A liaison between patient and nursing staff. Provide various emotional and physical supports to patient. Escort patient to other mental health facilities. Coordinate activities for patient during their visit.

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- 2004 – 2006 * Sentara Health System * Hampton Roads, Va.

Patient Account Representative - Full Time

Reviewing each in-house patient's accounts for interim billing to Medicare, Medicaid, Commercial, Blue Cross, and Tricare. Prepare the accounts for billing when the patient has exhausted his/her benefits. Reviewing and preparing the accounts when the patient's account needs further preparation for submitting the claim to the primary then the secondary and tertiary carriers. Consulting/follow-up with the carriers for immediate resolution. Reducing the Accounts Receivable and increasing cash.

- 2003 – 2009 Diversity Poet Educators * Hampton Roads, Va.

Community Advocate - Full Time

Responsible for major daily operations of the community affairs. Central point of contact and liaison between volunteer staff, Board Members, artist, clients, spectators, and the public. Manage monthly receivable and payable accounts. Set budget for payroll, projects and products. Plan and implement marketing, promotion, and distribution strategies. Train and advise staff, clients, and participants on policies, laws, rules, and regulations. Mentor and counsel adults and teens. Teach writing and self-expression programs. Create and coordinate cultural events, festivals, workshops, and peer mediation groups. Recruit and supervise teen volunteers. Work without reach centers and various groups focusing on building a stronger community. Host events, programs and community festivals. Assist in publishing and evaluate announcements, and reviews for community bulletins.

- 2007 – 2008 * WGPL 1350AM * Norfolk, Va

On Air Radio Host – Public Speaker - Part Time

Organize and produce program material in a timely fashion. Prepare and host weekend music shift. Conduct and produce documentaries, interviews and other audio material for radio broadcast on both local and syndicated programs. Host live concerts for local broadcast. Serve as substitute radio host when needed. Participate in meetings between different media platforms

- 2001 – 2004 Revgro Financials * Garden City, NY

Medical Biller and Coding Specialist - Full Time

Reviews medical documentation provided by physicians and other healthcare practitioners and translates this information into ICD-9 and CPT/HCPC codes. Assigns and sequences diagnostic and procedural codes using universally recognized coding systems. Electronically submit claims to insurance companies

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**Additional
Employers**

- New York Presbyterian Healthcare System - Office Manager:
- HIP Health Plan of New York - Medical Biller/Coder
- Queens Rehabilitation Center - Medical Director
- Executive Charge - Data Entry

**Additional
summary of
qualifications**

Strong administrative & medical background includes; collections, data entry, accurate CPT, IDC-9, HCPCS billing/ coding & other clinical routines. Knowledge of insurance filing procedures, & EOB's. Familiar with hospital regulations including JHACO & OSHA. Technical skills in Windows & Mac based programs, Microsoft Word, PowerPoint, Excel, Publisher, Access, Quicken, Adobe Photo Shop, Dream Weaver, ECare, HBOC, IDX, computer/web/mobile Apps, Internet Navigation & tools. Federal coding rules & regulations. Very fluent & comfortable in public speaking. Polished & efficient audio production skills. Creative in event logistics. Able to work in any office or virtual setting. Familiar with Virginia SOL standards & educational curriculum & qualified as a school paraprofessional. Trained in Mandt & Safety Care for crisis prevention & behavioral health. Certified Medication Aid. Trained in ABA therapy.

Education

- 2009 - Present * Capella University - **Psychology**
- 2007 - 2009 * ITT Technical School - **Visual/Media Communications**
- 2001 – 2003 * Molloy College - **Medical Billing and Coding**
- 1996 - 1999 * Long Island University - **Business Administration & Management**
- 1992 - 1995 * High School of Fashion Industries - **Fashion Design & Merchandising**

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Certifications

- CPR / First Aid / BLS Certification
- Medication Management
- Safety Care Certification
- MANDT Certification (Crisis Prevention and Behavioral Support)
- Registered Behavioral Technician

**Awards
received**

- Tri-Community Junior High School - NY School Service Squad Outstanding Achievement – June 1991
- Fashion Industries HS - NYC Adapt A Student Award - April 1992
- NCO Top Performer Award - October 2003
- NCO Commitment to Excellence Award - October 2003
- Norfolk Teen Culture Fest – Outstanding Support Award - Dec. 2003
- City Of Norfolk Division of Youth Development Outstanding Performance & Contribution Award - May 2006
- Sentara Health Care Lasting Service Award - May 2007
- The Student Life Dept. of VSDBM-H Multi-Cultural Celebration Performance Appreciation Award - March 2007
- National Underground Spoken Word Poetry Award - May 2007
- Tidewater Community College 6th Annual Literary Fest - Special Performance Award - April 2007
- ITT Technical Institute Honors Award for Academic Achievement - June 2008
- ITT Technical Institute Perfect Attendance Award - August 2008

Affiliations

The National Alliance for Direct Support Professionals
Senior Task Force of Virginia Beach / Norfolk

References

Available Upon Request

Website

Personal - www.carlenespiritroberts.com
Linkedin - linkedin.com/in/carlenespiritroberts HYPERLINK
"http://www.carlenespiritroberts.com/"