

Cheyenne Jones

Latham, NY 12110

cheyennejones2014@outlook.com

+1 318 332 8252

Authorized to work in the US for any employer

Work Experience

Adult Transition Job Coach

Shenendehowa Central School District-Clifton Park, NY

December 2023 to Present

- Provide assistance to teachers in non-teaching capacity to assist students with social/emotional and learning disabilities
- Perform routine classroom duties including monitoring students, managing records, materials, and equipment, collecting student data, carrying out modifications and accommodations such as behavior plans and testing accommodations.
- Modeling appropriate social skills, facilitating social interaction, assisting with classroom work, and attending to student physical needs which may include assisting with student equipment, mobility, toileting.
- Maintain a safe and inclusive environment for students

Physician Scheduler

Capital Cardiology Associates-Albany, NY

March 2023 to December 2023

- Personal full-time scheduler for select cardiology physicians and advanced practitioners
- Receiving and processing appointment requests made by physicians, advanced practitioners, and nursing team
- Delegating received and processed hospital consults to the patient service representatives
- Use strong communications skills, attention to detail, ability to multi-task and efficiently prioritize and work well with other schedulers
- Being professional, prompt and dependable
- Maintain a safe and inclusive working environment for team members

Patient Care Coordinator/Medical Assistant

Capital Cardiology Associates-Albany, NY

June 2022 to March 2023

- Perform analytical and data entry task
- Answer patient calls, emails and questions, including finding insurance estimates
- Confidentially manage patient accounts
- Schedule patient visits and answer pre-visit questions, including about billing
- Ensure compliance with professional standards & regulatory requirements
- Work as a team player to ensure each patient receives the best service possible
- Scan documents into patient charts
- Assist cardiac rehab team with setting goals for quality assurance and best practices
- Teach healthy mindset classes to help improve patients overall well being
- Maintain a safe and inclusive working environment for team members

Patient Service Representative

Capital Cardiology Associates-Albany, NY

May 2021 to June 2022

- Full Time scheduler for high volume Cardiology practice for 30+ physicians, 20+ Advanced Practitioners and multiple testing locations
- receiving and processing appointment requests (scheduling and rescheduling) made by patients, physician offices, hospitals and receiving and processing hospital consults
- Clearing voicemail line and returning patient's calls
- Very strong communications skills, attention to detail, ability to multi-task and efficiently prioritize and work well with a team
- Being professional, prompt and dependable
- Train incoming staff members
- Maintain a safe and inclusive working environment for team members

Claims Supervisor

Walmart-Natchitoches, LA

March 2017 to July 2021

- Engage with guests while helping to promote sales.
- Help manage expenses in claims area ex. stolen items, over and under charges for warehouse truck invoices
- Supervise claims, Direct Store Deliveries (DSD), and grocery claim associates with daily responsibilities such as checking in vendors and packages for store and customers
- Report to store, market, and regional asset protection managers
- Work in store's money center helping with larger money transactions, bill payment, and sending money via Walmart to Walmart
- Maintain a safe and inclusive working environment for team members

Assistant Manager

Burger King-Natchitoches, LA

April 2015 to March 2017

- Cash Handling for entire store ex. pulling tills after shifts and counting down to \$100 per till, maintain safe at store's expectancy, and make deposits to our store's bank account
- Order store supplies and products needed
- Take care of guests while serving fresh food
- Manage a crew of 4-10
- Maintain a safe and inclusive working environment for team members

Education

Bachelor's degree in Psychology

Southern New Hampshire University - Remote

January 2023 to December 2024

Associate in Cosmetology

Northwest Louisiana Technical College - Natchitoches Parish, LA

May 2015 to May 2017

High school diploma

Natchitoches Central High School - Natchitoches, LA

August 2010 to May 2014

Skills

- Quality assurance
- Management
- Office Management
- Team Management
- Medical office experience
- Crew management
- Teaching
- Vendor Management
- HIPAA
- Cash handling
- Safety plans (8 years)
- Forecasting
- Process Improvement
- Filing
- Medical scheduling
- Payroll
- Cleaning
- Budgeting
- Strategic Planning
- Medical records
- Medical terminology
- Customer service
- Calendar Management
- Leadership
- CPR Certified
- Pricing
- Basic math
- Profit & Loss
- Conflict Management
- Food safety (10+ years)
- Microsoft Office
- Merchandising
- Expense Management

Certifications and Licenses

BLS Certification

July 2022 to Present

Youth Mental Health First Aid

November 2024 to November 2027

This course teaches the skills that are needed to initially provide aid to a young person who is experiencing a mental health or substance use challenge.