**Agnes Hicks**

**Dayton, Ohio**

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**OBJECTIVE**

I am looking to obtain a position where my experience and in-depth knowledge of Business Management & Human Resource Management. I have in-depth knowledge of human resources, accounts payable and receivable, payroll, benefits, 401k, IT, and human resource skills. I am taking my capstone for Human Resource Management and Business Management. I graduate on September 8, 2023. I possess strong interpersonal and technical skills, multitasking ability, resolve issues and concerns, excellent organizational skills, dependability, honesty, and integrity, and much comfort with Microsoft Word, Excel, PowerPoint, and other software programs.

**WORK EXPERIENCE**

DLAK Wealth Advisors 7755 Paragon Road, Centerville, Ohio 45459 2022 thru 2023

**Executive Assistant to Managing Partners and Human Resources Assistant**

Managed day-to-day operations for a busy Financial Advisory Wealth Advisory Firm that services over 350 clients and oversees over $350 million in client assets—onboarding new employees and updating the employee handbook for the organization. Managed multiple calendars, prepared daily and monthly reports, and managed schedule disseminations. Professionally provided client service orientation and prompted responses to clients and colleagues. Demonstrated excellent Team orientation with the willingness to prepare weekly meetings, projects, and job duties with high expectations. Assisted COO with HR duties & policies.

Huber Heights Medical Center 6096 Brandt Pike, Dayton, Ohio 45424 2021 to 2022

(Provider Retired )

**Practice Manager**

Manage day-to-day operations in a busy physician's office. Managed Human Resources, Medical Benefits, Payroll, 401K Enrollment and distributions, Safer Harbor Match, Co-Ordinator with IT, and our Athena - EMR E-Clinical Works to implement and enhance the office features. Negotiate vendor's contract, Accounting, Payroll, Payroll Taxes, Benefits, A/R, and AP, create job descriptions and development, insurance credentialing for all providers, contract renewals and negations, and reappointments. Manage 11 staff members and providers, front office staff, billing, and clinical staff. Monitor the monthly budget, prepare billing, and complete the annual budget, monthly staff, and physician meetings—analyzed and reviewed revenue and billing Metrix. Train new employees on EMR, provide and properly use office equipment, OSHA rules, regulations, PPE, and customer service. Conduct annual employee HIPPA and Safety Compliance training for staff confidentially, 90-day evaluation, and annual reviews. Ordering medical and office supplies, maintaining office conditions, arranging repairs, scheduling meetings and appointments. Ensure compliance with healthcare regulations, laws, and ethical standards, hire, fire, mentor, and train new employees.

Comprehensive OB-GYB 1 Wyoming St. Dayton, Ohio 45409 2018 to 2021

**Practice Manager**

Manage day-to-day operations in a busy physician's office. Supervise front office staff and billing. The liaison for doctors, nurses, and billers to identify potential office dysfunctions. Monitor the monthly budget, billing, completed annual budget, monthly staff, and physician meetings. Train employees and the proper use of OSHA rules, regulations, and PPE. Conduct employee HIPPA Compliance training for staff confidentially, create job descriptions and development. Ordering medical and office supplies, maintaining office conditions, arranging repairs, scheduling meetings and appointments. Ensure compliance with healthcare regulations, laws, and ethical standards, hire, fire, mentor, and train new employees. Managed Human Resources, Benefits Co-Ordinator, IT, and Accounting Dept to pay invoices. Negotiate vendor's contract and accounting; pay all outstanding invoices, payroll taxes, and corporate taxes—Insurance Credentialing for the providers and contract renewals.

Premier Health 111 S Main Street Dayton, Ohio 45402 2010 to 2018

**Practice Manager**

Manage day-to-day operations in a busy physician's office. Supervise front office staff and billing. The liaison for doctors, nurses, and billers to identify potential office dysfunctions. Monitor the monthly budget, billing, completed annual budget, monthly staff, and physician meetings: trained employees and proper use of OSHA rules, regulations, and PPE. Conduct employee HIPPA Compliance training for staff confidentially. Order medical and office supplies, maintain office conditions, arrange office repairs, schedule meetings, maintain provider calendars and appointments within the office. Ensure compliance with healthcare regulations, laws, ethical standards, hire, fire, mentor, and train new employees. Provide excellent customer service to the patients. Trained all staff how to work on EPIC and developed policies and procedure with IT team.

Premier Health Net 40 W Forth St. Dayton, Ohio 45402 2008 to 2010

**Medical Billing Specialist Float**

Provide billing coverage for offices throughout the network when the regular biller is on vacation or short-term disability: post charges and payments to workers' compensation accounts, internal medicine, family medicine, orthopedics, and OB-GYN. Work accounts receivable. Request refund submits client to client payments—work A/R to zero balance and collections, pre-balance, and balance month-end.

Orpro, Inc. 1 Elizabeth Place Dayton, Ohio 45408 (937) 228-5462 2003 to 2008

**Senior Office Administrator**

Supervised office administrators and interfaced between offices, the central office, professional and technical staff, ensuring company goals were met and exceeded. Managed all phases of general and administrative office procedures and operations related to patient care, office billing, accounts receivable, receptions, secretarial, and clerical functions, and trained new employees—assisted management in creating company policies and procedures manual, worked at our Middletown office, answering phones, scheduling patient appointments, check-in/ check-out, verifying insurance, and obtaining authorizations, billed insurance companies, including Medicare, Medicaid, BWC, and commercial insurance carriers. Cleared invoices for payment, worked the accounts receivable through balance paid to zero, daily and monthly balance reports. I also interfaced between all offices while working at this location. Attended seminars on the above carriers to obtain updated procedural changes and communicated the information to affected departments.

Orthopedic Associates of Southwest Ohio 1997 to 2003

8934 Kingsridge Drive, Dayton, Ohio 45458 (937) 428-0400 or (937) 415-9100

**Billing Representative**

I posted payments to accounts for a busy practice for six physicians and worked EOBs with the necessary follow-up until final disposition or collections. I mailed collection/billing letters and calls before sending them to the Collection Agency. Worked on A/R reports monthly and maintained files on Medicare, Medicaid, HMO, and PPO rules and regulations.

Miami Valley Hospital Enterprises Business Services 1995 to 1997

725 South Ludlow Street, Dayton, Ohio 45402 (937) 208-6700

**Patient/Client Service Representative**

Provided excellent customer service, timely and accurate preparation, and processed all third-party billing (claims) forms and self-pay accounts. Prepared and processed Worker's Compensations, MCO's, and Self-Insured Worker's Comp. Conducted collection/billing calls and handled EOB's with the necessary follow-up until final disposition or collections. Work A/R reports in a timely and accurate manner,

mid-month and end-of-month balancing.

Miami Valley Hospital Enterprises Trotwood Physicians Center 1991 to 1995

38 North Olive Road, Trotwood, Ohio 45425 (937) 208-7050

**Patient Financial Counselor/Medical Center Receptionist**

Maintained insurance and patient financial accounts for three physicians at a busy Internal Medicine office. Liaison person to the manager: Performed all responsibilities and duties in the manager's absence. Reviewed all patient accounts and counseled patients with mid to high balances daily. Took the initiative to assist receptionists and medical assistants when needed and obtained required pre-authorizations on all ordered procedures.

**EDUCATION**

Franklin University Columbus, - Bachelor of Science

Business Management & Human Resource Management 2023

Sinclair Community College, Dayton, Ohio,

Associates Business Management 2020

**CERTIFICATIONS**

Supervisory Skills

Supervision Foundations

Certificate Rets Tech Insurance and Coding 2003

**PROFESSIONAL AFFILIATION**

Board Member of Miami Jacobs2010-2017

Board Member of Delta Career Education Corporation 2017- 2019

Board Member of Diabetes Dayton 2018- 2019

Member of SHRM National and Local Chapters January 2022 - Current

**References Furnished Upon Request**