

Chloe Harrington

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Dear Hiring Committee, I am writing to express my enthusiastic interest in the Administrative Assistant Intermediate position supporting the Doctor of Nurse Anesthesia Practice Entry-Level Program at the University of Michigan. The opportunity to contribute to a program dedicated to educating future healthcare professionals is incredibly meaningful to me. I am especially drawn to roles where strong organization, communication, and empathy can support both students and faculty in achieving their goals within a mission-driven healthcare education environment. Throughout my professional experience, I have developed strong administrative, coordination, and interpersonal skills that align closely with the needs of this role. As a medical assistant in an orthopedic practice, I worked in a fast-paced clinical setting where accuracy, confidentiality, and compassion were essential. I regularly supported providers and staff by coordinating schedules, maintaining organized patient records, preparing documentation, and ensuring information flowed smoothly between departments. This experience strengthened my attention to detail, ability to manage multiple priorities, and commitment to providing empathetic support to both colleagues and patients. In addition to my clinical office experience, my background in customer service and remote administrative work has further developed my ability to communicate effectively, maintain organized systems, and provide dependable administrative support. I am comfortable managing calendars, coordinating meetings, organizing files, supporting documentation processes, and assisting with program operations. I pride myself on being proactive, detail-oriented, and solutions-focused, while maintaining a professional and empathetic approach when working with students, faculty, and external partners. What excites me most about this position is the opportunity to contribute to a collaborative academic environment that prepares future nurse anesthetists for impactful careers in healthcare. I strongly value teamwork, clear communication, and creating supportive systems that help others succeed. I would be honored to play a role in supporting the DNAP program's faculty and students while helping ensure the program runs efficiently and effectively. Thank you for your time and consideration. I would welcome the opportunity to discuss how my administrative experience, healthcare background, and commitment to empathy and service could contribute to the continued success of the DNAP program at the University of Michigan . Sincerely, Chloe Harrington

Organized and detail-oriented medical and administrative professional with experience in patient coordination, scheduling, and office operations. Skilled in EMR management, appointment scheduling, insurance processing, and client communication. Known for strong time management, multitasking, and adaptability in fast-paced environments. Seeking an Administrative Assistant role to support efficient office operations and enhance client service.

SKILLS

Key Competencies: Administrative Operations & Workflow Coordination, Calendar & Schedule Management (Multi-Provider & Surgical), Customer Service & Client Relationship Support, Data Entry & Records Management (EMR / CRM Systems), Data Entry Systems, EMR Systems, Excel College Coursework, Financial Tracking & Reconciliation Support, Google Workspace (Docs, Sheets, Calendar), Inbox & Communication Management (Phone, Email, Messaging Systems), Insurance Verification & Authorization Processing, Microsoft Office (Excel, Word, PowerPoint), POS Systems, Reporting, Documentation & Compliance Support, Scheduling Platforms

WORK EXPERIENCE

Ensemble Health Partners • 01/2023 - Present **Scheduling Specialist**

- Achieved recognition as 'top scheduler' by maintaining 100% accuracy in patient scheduling, enhancing workflow efficiency within 6 months.

- Developed a streamlined scheduling system that improved operational efficiency and reduced patient wait times, enhancing overall service delivery.
- Manage high-volume calendar management and appointment scheduling across multiple providers, ensuring scheduling accuracy and optimized workflow operations.
- Handle inbound and outbound communications, providing administrative and customer support via phone, email, and messaging systems.
- Perform insurance verification, prior authorization coordination, and documentation processing supporting operational continuity.
- Maintain data entry accuracy and electronic records management, ensuring timely updates to patient and scheduling information systems.
- Coordinate cross-department scheduling needs while supporting workflow organization, reporting, and administrative tracking tasks.

Memorial Healthcare • 01/2018 - 01/2023

Medical Assistant – Orthopedic / Sports Medicine

- Coordinated multi-provider schedules including clinic visits, referrals, follow-up appointments, and treatment coordination.
- Scheduled surgical procedures, pre-operative and post-operative appointments, and ensured completion of required documentation and authorizations.
- Performed EMR documentation, intake processing, records management, and administrative data entry ensuring compliance and accuracy.
- Supported insurance claims processing, billing documentation, and authorization workflow coordination.
- Facilitated provider, surgical team, and patient communication regarding scheduling updates and treatment coordination.

Oliver Woods Assisted Living • 01/2016 - 01/2018

Direct Patient Care Coordinator

- Coordinated resident care schedules, appointment management, and daily service planning to support operational workflow efficiency.
- Maintained detailed electronic and written records including care logs, medical history documentation, medication tracking, and status updates ensuring records management accuracy.
- Facilitated communication between residents, families, medical providers, and staff to support care coordination and administrative continuity.
- Conducted routine care assessments, tracked service needs, and supported process improvements to enhance operational organization and resident satisfaction.
- Ensured documentation compliance, confidentiality standards, and HIPAA-aligned records handling.

Pickle Barrel Catering & Pub • 01/2011 - 01/2016

Lead Server / Bartender

- Managed daily cash reconciliation, POS reporting, and financial record tracking supporting accurate revenue documentation.
- Assisted with event scheduling coordination, reservations management, and team shift scheduling.
- Maintained inventory tracking, supply documentation, and ordering coordination supporting operational efficiency.
- Increased sales revenue by approximately \$1,500 through development and promotion of specialty beverage offerings.
- Delivered high-level customer service while supporting administrative and operational tasks in fast-paced environments.

EDUCATION

Associate of Applied Science

Baker College • 09/2015 - 06/2017

CERTIFICATIONS

Certified Medical Assistant (CMA)

American Association of Medical Assistants

Certified Revenue Cycle Representative (CRCR)

Healthcare Financial Management Association

CPR/AED

American Red Cross