

TAMARA “Tami” GRAHAM
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Mount Shasta, CA 96067

I am a self-motivated, dependable, professional employee. My experience has led to a strong work ethic with valuable skills including the ability to take initiative, communicate effectively and work well independently or with others. I prioritize and manage time well, meeting deadlines and remaining calm in multi-tasking and/or stressful situations. I take pride in working efficiently while meeting high standards of excellence with great attention to detail. I am committed to creating valuable relationships between clients, colleagues and communities. I learn new things easily and enjoy finding efficient solutions to problems.

PROFESSIONAL EXPERIENCE

2019 – present Author www.TheSunshineBooks.com a series of 9 children’s books Mount Shasta, CA
• Writer, editor, graphic design, website development, social media platform, promotions, accounting

May, 2018 – present **Medical Records**, previously Team Lead & Appointment Coordinator Mount Shasta, CA
For [Mount Shasta Health Center](#) & [Weed Health Center](#)
([Mountain Valley’s Health Centers](#) acquired Good Medicine, see doctor’s office below, now 1 of 7 clinics)
Same site and job description as below.

February, 2014 – April, 2018 **Medical Records Clerk & Receptionist**, [Good Medicine](#) Mount Shasta, CA

- Pre-populate patient charts in EHR with pertinent medical information for each visit to allow doctor more time with patients while making sure all expected results are in chart
- Edit and update patient data and correct chart information adhering to strict document filing rules
- Prepare daily documents for clinical reporting, billing and diagnosis
- Download medical lab results, faxes and all types of patient health information
- Scan and upload patient records
- Acquire Prior Authorizations from Insurance companies for imaging orders via phone and websites
- Categorize medical documents, entering specific lab data into Electronic Health Records (EHR)
- Basic tech support for office as needed, maintain equipment, software education, phone system
- Create and maintain Google Drive for shared office access to documents/forms
- Schedule appointments and customize EHR template settings for ease and efficiency
- Manage health record requests utilizing electronic fax, CD’s, and paper copies of records
- Create staff meeting minutes, and organize topics to be discussed

August, 2016 – May, 2017 **Interim Editor**, [North State Parent magazine](#) Mount Shasta, CA

- Collaborate on monthly topics, content and layout design
- Seek out and hire writers, following through on offers and contacts for interviews.
- Edit freelance writers submissions
- Complete all tasks efficiently with very strict deadlines
- Support publisher with design and photography
- Proofread editorial, advertisements and extensive community calendar
- Write themed articles and monthly Dear Readers column

May, 2014 – September, 2016 **Administrative Assistant** for [Beth Beurkens, Shaman/Teacher](#) Mount Shasta, CA

- Create and maintain workshop participation lists, multi-page promotional handouts, posters, flyers
- Create Constant Contact email marketing campaigns with photos and web links, maintain contact lists
- Transcribe, edit, and proofread poems, poetry book proof, workbooks, personal writing
- Maintain professional blog site, adding monthly articles, contacts, workshop promotions
- Type/edit Rogue Community College semester syllabi for Beth’s writing classes

- Create and edit Beth's PDF poetry book for printing proof
 - Prepare new class informational documents for web designer to update website
 - Troubleshoot technological issues, computer work primarily Mac based
- July, 2013 – October, 2015 **Business Partner**, POPO Organic Popcorn *Mount Shasta, CA*
- Administrative work, Packaging, Marketing, Billing
- September, 2011 – October, 2013 **Receptionist**, Hidden Springs Wellness Center *Ashland, OR*
- Check-in, check-out patients for doctors, including dispensary sales
 - Scheduling and administrative support for 14 practitioners
 - Supplement sales, stocking, ordering, and maintaining a will-call section with documentation
 - Class registrations, payments, preparation and updating of handouts and promotional materials
 - Daily deposits and end of day reconciliation using QuickBooks
 - Process records requests, call in prescriptions, assist with lab forms & patient education
 - Manage computer files, patient lab reports, and charts with confidentiality
 - Maintain practitioner promotional materials and informational wall of handouts
 - Multi-task calmly and efficiently in busy environment
- December, 2010 – July, 2011 **Receptionist**, Rio Luna Family Care *Santa Fe, NM*
- Managed front desk of busy medical office
 - Coordinated multiple schedules for 4 practitioners, created custom appointment templates
 - Verified insurance and processed payments
- January, 2008 – July, 2010 **Office Manager**, The Way To Optimal Health *Northbrook, IL*
(*business now known as The LifeLine Center*)
- Managed busy office and 5 receptionists
 - Administrative support for 12 practitioners
 - Managed extensive supplement inventory, creating new, successful retail section
 - Implemented new software program and taught to entire office staff
 - Created forms and reports for office efficiency
 - Co-designed new custom office space using Feng Shui and set up business in new location
 - Space clearing weekly
 - Assisted in editing Dr. Darren Weissman's 2nd Hay House book to help meet publisher deadline
- 2006 – 2007 **Retail Clerk & Quilting Teacher**, Quilter's Station *Bannockburn, IL*
- Assisted customers with project supply needs, created store displays and taught quilting classes
- 2006 – 2010 **Co-Founder, Practitioner, Teacher** at Reiki Center of Highland Park *Highland Park, IL*
- Reiki practitioner
 - Co-taught multi-level classes
 - Created all teaching materials & website
 - Monthly Reiki shares for student practice & community healing
- 2004 – 2006 **Assistant Manager**, Learning Express toy store *Highland Park, IL*
- Assisted owner with administrative duties, store displays and stocking
 - Personalized items by painting names on custom gifts, and managed gift wrapping station
- 2002 – 2010 **Creator and Owner**, Tamara's Keepsakes, Photo Quilts and Pillows *Highland Park, IL*
- Project manager, multiple clients custom orders
 - Designer of memory quilts using clients photographs
 - Created and maintained website and all promotional materials, brochures & administrative documents

1977 – 1985 **Counter Clerk to Assistant Closing Manager**, Lake City Cleaners

Highland Park, IL

PROFESSIONAL SKILLS & KNOWLEDGE

- Proficiency with both MAC and PC.
- Knowledge of multiple Medical Software programs including Practice Fusion EHR, and Success EHS
- Skilled in Word, Excel, Photoshop, Illustrator, Affinity Publisher, Wix, WordPress, Pages, Google Docs/Drive, Dropbox, & Social Media platforms
- Working well independently and as part of a team, leading co-workers with great results
- Compassionate verbal and professionally written communications
- Ability to maintain composure under stress
- Prioritize and complete tasks with excellent follow through
- Create office procedures to enhance efficiency in all systems
- Excellent organizational skills & outstanding attention to detail
- Excel at multi-tasking in fast paced environments
- Manage documents with confidentiality
- Proofread with excellent editing skills and spelling
- Learn quickly and eagerly

EDUCATION

2011	Compassionate Communication	<i>Ashland, OR</i>
2006	Feng Shui & Space Clearing	<i>Chicago, IL</i>
2000	Reiki Master / Teacher	<i>Chicago, IL</i>
1985	Institute of Children's Literature	<i>Correspondence Course</i>
1980	Highland Park High School Graduate (focus on Office Education & Writing)	<i>Highland Park, IL</i>

PERSONAL INTERESTS

- Supporting Highly Sensitive Children & their families (currently writing children's book series)
- Clean living, nutrition & self improvement
- Creative writing, blogging & writing for children – www.TamaraGrahamAuthor.com
- Parenting: children & pets (my children are now adults) Published articles in North State Parent Magazine <https://northstateparent.com/article/author/tami-graham/>
- Quilting: using photographs to make custom quilts & pillows www.TamarasKeepsakes.com
- Computers & web design (created and maintained two websites using iWeb & Wix)
- Photography & Photo editing using Adobe Photoshop & Illustrator
- Feng Shui & Environmental, Electro/Geopathic influences
- Improving intuition & spirituality

VOLUNTEER EXPERIENCE

- * Co-Editor of Wayne Thomas Elementary School Bi-Monthly Newsletter *Highland Park, IL*
Proficiency with Microsoft Publisher & meeting deadlines
- * Teaching assistant to 1st grade class, Wayne Thomas Elementary School *Highland Park, IL*
Assisted with math program, reading enrichment, art projects, and taught computer skills
- * Editor & proofreader to students and professionals of all ages *IL, NM, OR, CA*
- * Mentor in Facebook groups for parents of Highly Sensitive Children *Worldwide*

References and letters of recommendation available upon request.