

# GHEYSHA K. TORRES, C.C.S

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## EDUCATION

Centura College

Chesapeake, VA

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Health Information Technology

## SUMMARY STATEMENT

Certified Coding Specialist (AHIMA September 2018 pending). A bi-lingual healthcare professional with over ten years of versatile customer service experience, maintains strong administrative support experience with the ability to multitask and work in a fast paced environment which demands strong organizational, technical and interpersonal skills. Detail-oriented and resourceful in completing duties; adheres to confidentiality.

## SKILLS

- Customer Service
- Medical Terminology
- EMR Management
- Scheduling
- Write Reviews
- Project management
- ICD-10-CM
- CPT
- Trainer
- Pharmacology Knowledge
- Knowledge in Federal Laws & Regulations

## PROFESSIONAL EXPERIENCE

### Wegmans Food Market, Syracuse N.Y.

#### **Management**

- Ensured product levels are sustained throughout the day and cases and displays are well-merchandised with fresh products to promote items and drive sales.
- Scheduled daily job tasks for personnel in a rotating shift environment, and ensured that production timelines were met.
- Trained personnel, Able to provide direction and demonstrate decision making skills to adapt to business/culture changes in fast paced environment.
- Assisted team members with a variety of responsibilities including bringing product to replenished items as necessary throughout the day.

#### **Customer Service**

- Engaged customers in conversation using effective communication skills.
- Performed all steps in the checkout process including scanning and bagging items.
- Assisted customers in locating products by understanding and familiarizing self with store layout and solving problems quickly
- Emphasized additional services such as carryout assistance
- Worked with team members to maintain the overall appearance of the department.
- Unloaded deliveries and stocked cases.
- Maintained the overall appearance, including product & supply levels, ensuring products are available for customers to enjoy throughout the day.

### Gifford & West Pharmacy

#### **Pharmacy Clerk**

- Took prescriptions for customers
- Completed pharmacy orders timely.
- Managed inventory of supplies to ensure accuracy, and record keeping of shipment.
- Followed-up on customer inquiries.
- Communicated directly with patients in person and over the phone, follow up to ensure accuracy.
- Completed sales transactions

### **Work History**

Customer Service	Wegmans	Syracuse, NY	09/2003-11/2017
Pharmacy Clerk	Gifford & West Pharmacy	Syracuse, NY	08/2007-04/2010