

# Leah Massey

~Executive Assistant~

Pittsboro, NC 27312 • (919) 444-1237 • leahdmassey@gmail.com

*10+ years of exemplary customer service and administrative work in diverse atmospheres*

## Skills & Qualifications

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- Microsoft Office Suite - full proficiency
- Making travel arrangements; Event Planning; Transcribing notes/meeting minutes
- Proposal Development & Grant Writing
- Technical & Creative writing/editing skills and experience
- 5 years medical administration & Electronic Health Records (EHR) experience
- 5+ years outbound/inbound call center & multi-line phone systems experience
- 7+ years data-entry experience; 55-60wpm

## EDUCATION

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**Northwood High School**  
H.S. Diploma

**Graduated 6/2005**

**Arizona State University**  
B.S. - English

**Began 6/2015**

## PROFESSIONAL EXPERIENCE

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**Hussman School of Journalism & Media, UNC-Chapel Hill, NC**  
**Executive Assistant to the Dean**

**6/2022 to Present**

- Manage information and meeting requests, assessing urgency and relevance
- Manage Dean's fund budget, travel, scheduling and logistics, creating itineraries, submitting invoices, processing reimbursements and submitting expenses
- Organize and oversee events and activities related to the Journalism school as assigned by the Dean
- Preparation and proofing of presentation materials, reports and correspondence
- Make critical decisions and accurately deliver verbal or written information to and from the Dean
- Coordinate school accreditation efforts, special projects management, compiling annual faculty reports
- Manage the Dean's participation in the appointment, promotion and tenure of faculty

**Odum Institute for Research in Social Science, UNC – Chapel Hill, NC**  
**Administrative Support Associate / University Program Specialist**

**7/2019 – 6/2022**

- Multi-function administrative support to consultants and clients; routing telephone and email inquiries about the Odum Institute, its staff and services
- Maintained office organization and assisted with scheduling, ordering supplies, event and meeting planning, and various aspects of payment collections and deposits
- Grant writing certification; assisted with submissions for funding various projects
- Supervision of multiple work study students; delegating tasks, developing performance plans and giving evaluations; scheduling work shifts, processing timecard approvals
- Set up Travel accommodations for visiting scholars

## **Program Manager – Diversity, Equity & Inclusion in Research Certificate Program**

- Co-Creator/Developer of proposal with working budget
- Successfully launched pilot cohort with 100 participants: cohort pilot ended with 90% completion rate
- Obtained approval and funding for future program expansion and larger cohort
- Concept development of program curriculum and learning objectives; negotiating contracts with consultants and course instructors
- Facilitator of Focus Groups and course Reflection Sessions, Organizer of Cohort Caucus
- Development of presentations for funders & evaluations/reports for program, courses and instructors

## **UNC Family Medicine – Chapel Hill, NC**

**6/2018 – 7/2019**

### **Administrative Associate**

- LEAN Yellow Belt; participant in LEAN and Kaizen projects for quality improvement; Identifying deficiencies in quality metrics and implementing methods for clinic improvements
- Assisted with Team Clerk and Urgent Care tasks: processing medical records requests, obtaining Prior Authorizations; CT and ultrasound scheduling; referral work queue management; Managing physician schedules and bump lists
- Scheduling patient appointments and patient check-in/check-out; Cashier functions; authorizing and performing refunds; Charge Entry; insurance verification; managing financial work queues
- Special Projects: documentation and training packet updates; event planning; spreadsheet management

## **Connecticut Ear, Nose & Throat Associates – Wethersfield, CT**

**4/2014 – 8/2017**

### **Patient Care Coordinator / Scheduling Administrator**

- Answered a multi-line telephone to schedule patient appointments for seven otolaryngology physicians, multiple audiologists and three allergynurses.
- Greeted and checked in patients; collected personal, medical, and insurance information. Coordinated physician schedules and maintained patient flow by communicating patient arrivals or delays. Scheduled diagnostic testing
- Assisted MA's and physicians with clinical functions of patient check-in: monitoring vital signs, in-room procedures, and cleaning and replenishing room supplies
- Trained new employees in scheduling, front desk, medical records, and general administrative functions
- Created detailed training packets for multiple job functions within the practice that are still used presently

### **Medical Records Coordinator**

- Responsible for all medical records requests and distribution within the practice
- Maintained and retrieved patient files for scheduled appointments; filed patient charts and all patient data upon receipt of information
- Responded to requests for medical records; processed letters and reports; Photocopied records and documents for billing and/or legal services; sent and received information via facsimile
- Retrieved laboratory/radiology test results and other documents to assemble a patient charts

## **Applied Systems – Windsor, CT**

**3/2013 to 4/2014**

### **Data Processor**

- Educated insurance agents, underwriting companies, and policyholders about Property & Casualty Insurance legalities
- Analyzed and identified insurance loss exposures by enforcing insurance requirements/contractual obligations
- Compiled, sorted and verified accuracy of data; compared data with source documents; re-entered data in verification format to detect errors; located and corrected data entry errors, or reported them to supervisors
- Ensured clients' implementation goals are met through strategy and partnership
- Created and edited daily/weekly/monthly/annual reports; Filed and maintained virtual data records following preset procedures; sorted and scanned incoming mail documents

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## REFERENCES

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### **Rocky Riviella**

**The Odum Institute – Chapel Hill, NC**

Supervisor | Managing Director

919-843-8646

[Riviella@email.unc.edu](mailto:Riviella@email.unc.edu)

### **Yvette McMiller**

**UNC Family Medicine – Chapel Hill, NC**

Supervisor | Assistant Practice Manager

984-974-4288

[yvette\\_mcmiller@med.unc.edu](mailto:yvette_mcmiller@med.unc.edu)

### **Lisa Lessard**

**Connecticut Ear, Nose & Throat Associates**

Supervisor | Operations Manager

860-805-5698

[llessard@ctentonline.com](mailto:llessard@ctentonline.com)