

Elizabeth M. Ward
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SUMMARY

Professional Personnel Records Manager with 5 years' experience in enterprise records management and administrative assistance. Able to adapt quickly, train others, and tech-savvy when working with different systems such as Military Personnel Data System and Microsoft Office Suite. Proven track record of high-quality professionalism and exceptional interpersonal skills often recognized by all levels of management via the enlisted performance report required each year for every Airman.

- Records Management
- Attention to Detail
- Customer Service
- Time Management
- Scheduling
- Written & Verbal Communication
- Able to type 50 WPM
- Knowledgeable in Medicare and healthcare system

WORK EXPERIENCE

Dental Assistant Oral Surgery Aug 2022-Present

Arthur J. Hernandez

- Chairside assistance
- Patient preparation
- Sterilization and infection control
- Handling billing and insurance for patients
- Maintained accurate patient records and dental histories
- Maintained a clean and organized office
- Greeting and communication with patients, provided a welcoming and calming experience
- Maintaining EOB's
- Working collections for everyday patients

GSA-Guest Service Associate May 2021- Aug 2021

European Wax Center

- Booked appointments
- Educated guests about wax pass services and loyalty programs
- Ensured the facility-maintained cleanliness
- Managed the overall flow of the center

PERSONNEL SPECIALIST JUN 2013-NOV 2018

United States Air Force; Hurlburt, Field FL

- Managed personnel information files and duty status updates for 500 members
- Approved members' paid time off through leaveweb system, ensuring leave was in accordance with Air Force instruction
- Executed 60 commander's programs; accomplishing human resource record updates and maintained integrity and confidentiality of private identifiable information
- Managed in-processing program; making certain 60+ members were given correct information and access to organization's systems and facilities
- Provided direct support to two different organization executives; scheduled appointments, reviewed and routed documents for signatures, and advised execs on Air Force Instruction related to personnel records and records processes

ADDITIONAL EXPERIENCES

Practicum

- Proficient in organization, filing, sterilization using the ultrasonic and steam sterilizer

- Able to work closely with the dentist and assist in four and six handed dentistry
- Overall achieved 300+ hours for practicum

Administrative

- Insurance verification for patients
- Very organized and great customer service skills

EDUCATION/ CERTIFICATION

Elk River High School, 2013

Completed the Rappahannock Community College Certified Nursing Assistant course

Dental Assistant Program San Antonio College 2021- 2022

Phi Theta Kappa Honor Society

Paralegal Certificate Bryan University 2024-2025

PROFESSIONAL ORGANIZATIONS

Phi Theta Kappa member

National Society of Leadership and Success