

Iyana Felder

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Professional Summary

Enthusiastic and adaptable professional with a strong background in administrative support, customer service, and healthcare coordination. Known for exceptional organizational skills, attention to detail, and the ability to work collaboratively in fast-paced environments. Open to relocation and authorized to work in the U.S. for any employer.

Willing to relocate: Anywhere

Work Experience

Member/Provider Service Representative

Sonder Health Plans-Atlanta, GA

December 2024 to Present

Answer questions: Respond to questions about products, services, orders, and memberships

Resolve issues: Address technical, service, or product issues

Provide solutions: Offer efficient and professional solutions to customers

Perform transactions: Process deposits, withdrawals, transfers, and loan payments

Promote memberships: Promote memberships and programs

Maintain records: Collect and process monetary transactions and information for members

Greet members: Greet members and guests by name when they enter and leave

Maintain cleanliness: Maintain the cleanliness and organization of the front desk and lobby area

Onboard new providers

Review provider contracts, claims, and insurance codes

Ensure medical sites comply with state insurance regulations

Answer questions about insurance claims and requirements

Help providers understand payor reimbursements

Advocate for providers within the insurance company

Intake Coordinator

Contact Medical-Atlanta, GA

October 2024 to Present

- Serve as the first point of contact for new patients in a home health setting.

- Manage initial patient registrations, including gathering personal and medical information and verifying insurance coverage.

- Coordinate required paperwork for admissions, ensuring a seamless onboarding process.

Receptionist

Family Orthodontics-Atlanta, GA

March 2023 to Present

- Welcome patients, answer phone calls, and manage appointment scheduling.
- Assist with dental charting, treatment planning, and completing insurance documentation.
- Maintain accurate dental billing records.

Scheduling Coordinator

North American Dental Group-Loganville, GA

January 2024 to October 2024

- Scheduled new patient appointments across multiple offices and specialties.
- Ensured efficient calendar management to optimize operational flow.

Hotel Front Desk Clerk

Embassy Suites by Hilton-Atlanta, GA

March 2022 to December 2022

- Greeted guests, handled check-ins and check-outs, and processed payments.
- Addressed guest inquiries with professionalism and efficiency.

Server

Crave Lounge-Atlanta, GA

May 2019 to September 2022

- Provided exceptional dining experiences, managed orders, and coordinated with kitchen staff.

Dog Grooming Assistant

Perk-N-Pooch-Sandy Springs, GA

February 2015 to August 2019

- Prepped animals for grooming, cleaned workstations, and provided care instructions to pet owners.

Swim Instructor

Goldfish Swim School-Sandy Springs, GA

August 2015 to February 2018

- Taught swimming techniques and water safety to students of varying skill levels.
- Customized lesson plans to ensure student progress.

Education

Some College in Surgical Technology

Georgia State University - Atlanta, GA

August 2020 to Present

Skills

- EMR/EHR Systems
- QuickBooks
- Scheduling
- Marketing & Social Media: Social Media Management, Content Creation, Video Editing
- Industry-Specific: Medical Terminology, Dental Reception, Veterinary Assistance
- Microsoft Office Suite

- CRM Software
- Filing
- Customer Service: Hospitality, Conflict Resolution, Phone Etiquette
- Google Suite
- Documentation

Certifications and Licenses

First Aid Certification

LEED Certification

Driver's License

Lifeguard Training

CPA

CPR Certification