

# Marilin Llamas

## **Bilingual Office Manager/Supervisor**

Waldorf, MD 20602

[marilynllamas1@gmail.com](mailto:marilynllamas1@gmail.com)

+1 202 389 8160

## Professional Summary

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Bilingual Operations Manager/ administrator developing and implementing strategical short and long term improvement and growth plans for diversified healthcare systems with experience of 10+ years in health care. Recognized as an astute problem solver with strong communication skills, with customer focus the highest priority.

## Work Experience

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### **Supervisor/Trainer**

Tyler Technologies-Baltimore, MD

October 2024 to Present

- Led troubleshooting efforts to resolve complex technical issues, minimizing downtime and maximizing productivity
- Collaborated with cross-functional teams to develop strategic plans for technology infrastructure upgrades
- Served as a point of contact for internal stakeholders regarding IT-related inquiries or concerns
- Performed regular system backups to ensure data integrity and disaster recovery preparedness
- Monitored network performance using monitoring tools to identify potential bottlenecks or security threats

### **Front Office Manager/ Accounts Payable**

Washington Health Institute ( HIV Clinic) ( Non-profit organization) Dr. Theo Hodge-Washington, DC

January 2023 to October 2024

- Supervised a team of front desk agents, ensuring efficient and professional guest service
- Managed daily operations of the front office, including check-in/check-out procedures, room assignments, and guest inquiries
- Developed and maintained strong relationships with guests, addressing any concerns or issues promptly and effectively
- Collaborated with other departments to ensure seamless communication and coordination for guest requests and special arrangements
- Streamlined the accounts payable process by implementing standardized procedures and workflows
- Created monthly financial reports detailing accounts payable aging, cash flow projections, and budget variances for management review
- Managed the month-end close process for accounts payable, ensuring accurate accruals and reconciliations

### **Behavioral Health Site Manager (Hybrid)**

University of Maryland Charles Regional Medical Center Hospital / Onsight Healthcare (Behavioral Health)-La Plata, MD

October 2022 to November 2023

- Developed and implemented strategic plans to improve the quality of behavioral health services
- Managed a team of 2 clinicians, providing guidance and support in delivering effective patient care
- Oversaw the daily operations of the behavioral health department, ensuring compliance with regulatory standards
- Implemented evidence-based practices and treatment protocols to enhance patient outcomes
- Collaborated with interdisciplinary teams to develop comprehensive treatment plans for patients with complex mental health needs
- Established partnerships with community organizations and agencies to expand access to behavioral health resources

### **Practice Administrator (Hybrid)**

Clinic For Him( Erectile Dysfunction)-Alexandria, VA

August 2019 to December 2022

- Managed daily operations of a busy medical practice, overseeing administrative staff and ensuring smooth workflow
- Implemented electronic health record (EHR) system, resulting in improved efficiency and accuracy of patient records
- Developed and implemented policies and procedures to ensure compliance with healthcare regulations and standards
- Oversaw billing processes, including insurance claims submission, payment posting, and collections
- Led recruitment efforts for clinical and administrative positions, conducting interviews and making hiring decisions
- Developed training programs for new hires to ensure they were equipped with the necessary skills to perform their roles effectively
- Conducted performance evaluations for staff members, providing feedback on areas of improvement and recognizing achievements

### **Patient Registration Specialist/Medical assistant**

George Washington Medical Faculty Associates (Vascular Surgery)(Plastic Surgery and Cosmetic Dept/ Fertility and IVF Dept-Washington, DC

October 2015 to July 2019

- Efficiently registered and admitted patients, ensuring accurate and complete demographic information
- Verified insurance coverage and obtained necessary authorizations for medical services
- Maintained strict confidentiality of patient records in compliance with HIPAA regulations
- Collaborated with healthcare providers to gather medical history and relevant documentation for patient files
- Assisted physicians and nurses in patient examinations, procedures, and treatments
- Prepared examination rooms by ensuring cleanliness and stocking necessary supplies
- Took vital signs such as blood pressure, temperature, pulse rate, and respiratory rate accurately
- Administered medications under the direction of healthcare professionals
- Performed basic laboratory tests including collecting specimens and conducting routine tests

## Education

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### **Bachelor of Science in Business Administration ( Project management)**

SNHU-Manchester, NH

January 2024 to Present

### **Medical Assistant Diploma**

Everest Institute-Silver Spring, MD

February 2013 to October 2013

## Skills

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- Personal assistant experience
- Bookkeeping
- Medical Records (7 years)
- Communication skills
- Receptionist (7 years)
- Call Center (3 years)
- Healthcare management
- Leadership
- Bilingual (spanish) (10+ years)
- Scheduling (7 years)
- Office management
- Patient care
- EMR (7 years)
- HIPAA
- Microsoft Excel
- Management
- Microsoft Word
- Childcare
- Care plans
- Medical records
- Administrative Assistant (7 years)
- Administrative experience
- Medical Scheduling
- Hospital experience
- Accounting software
- Microsoft Powerpoint
- Payroll
- Billing (5 years)
- Organizational skills
- Microsoft Outlook
- Insurance Verification (7 years)
- EMR systems
- Supervising experience

## Languages

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- Spanish - Expert

## Certifications and Licenses

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### **HIPAA and OSHA**

January 2018 to Present