

CHERYL R. LOSIER

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PROFESSIONAL SUMMARY

Experienced professional seeking a position in the healthcare marketplace utilizing my medical knowledge and general client service experience.

EXPERIENCE

Client Services Administrator

04/2010 - Present

BAO - Andover, MA

- Operate electronic mail systems and coordinate the flow of information.
- Create, maintain, and enter information into databases.
- Use computers for various applications, such as database management, word processing and data entry.
- Provide complete and accurate data for greater efficiency and productivity.
- Learn to operate new office technologies as they are developed and implemented.
- Provide training and orientation to new staff.
- Coordinate with other members of the supportive services department and the IT department to contribute to process and system improvements.
- Prioritize research and other projects as assigned by managers, account executives, and project managers.
- Explain and disseminate information across different departments.
- Adhere to and exceed the company's SOPs.

Owner/Operator

05/1994 - 11/2010

CMR Riding - Lowell, MA

- Equine training and riding instruction with 30+ weekly students.
- Devised individual lesson plans based on student's goals.
- Responsible for scheduling student's lesson times.
- Managed accounts receivable.
- Written, telephone and email communication with clients.
- Marketed the lesson program through positive referrals and word of mouth to maintain full enrollment.

Clinical Research Assistant

04/2008 - 03/2010

Arqule - Woburn, MA

- Assisted Project Managers and Clinical Physicians for 15 Clinical Studies.
- Responsible for maintaining Central Files for all studies.
- Responsible for auditing studies and collection of essential documents such as 1572 forms, CVs and medical licenses.
- Worked closely with the CTMs, the Clinical Study Coordinators, the Director of Safety and the Regulatory Department.

Customer Service Representative

04/2007 - 04/2008

First Community Care of Rotech - Woburn, MA

- Developed and maintained a working knowledge of all the products and services offered by the company and all applicable government regulations.
- Developed a working knowledge of current Medicare, Medicaid, insurance regulations and FDA/DOT and JCAHO guidelines.
- Managed all aspects of patient intake including collections and processing of patient and referral source information.
- Prepared complete and accurate files for billing purposes.
- Built positive and professional relationships with the patients and referral services.

EDUCATION

Coursework: Biology

Middlesex Community College - Lowell, MA

Took courses in Biology (with lab) and Anatomy and Physiology (with lab)

Coursework: Biology

Suffolk University - Boston, MA

Major: Biology

Minor: Chemistry

Coursework in:

- Biology
- Organic and Inorganic Chemistry
- Anatomy and Physiology
- Immunology
- Microbiology
- Medical Microbiology

Riding Instructor License: Equestrian Studies

Mount Ida College - Dover, MA

Received certification as a Licensed Horseback Riding Instructor