

Terry Langford

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EDUCATION & INTERNSHIPS

Master of Science in Human Resources Management
Graduate Certificate in Training and Organizational Development
Bachelor of Science in Business Administration

Rochelle College, Teaver, NY 8/04
Rochelle College, Teaver, NY 12/03
Lucerne College, Teaver, NY 5/91

Consultant - Lainer Frame Inc.

Teaver, NY 6/07

- Prepared a need analysis for the client
- Researched and selected optimal billing software for client's specific needs
- Integrated new operational software into existing system, and trained staff on the upgrade

Communication Auditor - University of Teaver Medical Center, Patient Billing Service Department

Teaver, NY 8/02

- Measured workplace communication, Patterns of Front-Line Supervisors, Middle Managers and Staff (100 Participants)
- Composed analysis and developed recommendations based on case analysis' results

COMPUTER SKILLS

Working knowledge and proficiency in:

Microsoft Word, PowerPoint, Excel, EPIC, Navinet, KRONOS, Advance Outlook, PeopleSoft, SAP, OOPS

PROFESSIONAL EXPERIENCE

HR Assistant - Thermal industries, Inc. (via Edie Cummons Staffing)

Elanville, NY 5/07-3/09

- Receptionist work shifted to HR Assistant responsibilities
- Managed Office Operations (Listed job postings, Profiled applicants, Scheduled interviews, Administered "Ruler Test")
- Maintained Payroll summary for 125 temporary employees
- Recovered, updated and maintained backlogged and current I-9 Forms
- Created Purchase Requisition Order spreadsheets for Maintenance Department
- Generated UPH Reports to VP and Senior Management

Interim Employment Positions

- Hostess / Cashier-Lodgian Inc.
- Temporary Associate-Kerr Drug

Albany, NY 04/06-05/07
Stafford, NY 3/06-11/06

Training Specialist II - MRT Health Systems

Teaver, NY 12/00-1/06

- Trained new hires in the functionality of EPIC Hyperspace
- Developed and revised training logic to meet the need of the Registration Department
- Taught the application of registration, scheduling and entering charges
- Facilitated information to staff and partnered with supervisors to report core competencies of staff performance
- Updated staff with the rules and medical guidelines for Medicare, Pennsylvania Medical Assistance, Highmark, MRT Insurance and HIPPA Law