

EMMA HAYRAPETYAN



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(747) 272-2983



Glendale, CA

PROFESSIONAL SUMMARY

Detail-oriented administrative and healthcare support professional with experience in medical intake, medical records coordination, banking operations, and customer service. Proven ability to manage confidential information, communicate effectively with clients and healthcare professionals, and maintain accuracy in fast-paced environments. Strong organizational, multitasking, and problem-solving skills with a background in business, economics, and medical coding and billing.

SKILLS

- Medical Records Management
- Medical Intake Coordination
- Customer Service
- Administrative Support
- Communication Skills
- Time Management
- Problem Solving
- Attention to Detail
- Multitasking
- Team Collaboration
- Confidentiality & Compliance
- Microsoft Office

EDUCATION

Glendale Community College
07/2024

AA Degree: General Business

Glendale Community College
07/2024

Certificate: Medical Coding and
Billing

Yerevan State University
07/2012

MS: Economics

Yerevan State University

PROFESSIONAL EXPERIENCE

Daylight Home Health Services - Intake Coordinator
06/2024 - Current

- Coordinate patient intake processes and maintain accurate documentation.
- Communicate with patients, healthcare providers, and insurance representatives.
- Ensure compliance with healthcare documentation standards and confidentiality requirements.

Atoyan Law, APC - Medical Records Coordinator
01/2023 - 06/2024

- Managed and organized confidential medical and legal records with high attention to detail.
- Prepared documentation and maintained accurate electronic filing systems.
- Supported administrative operations and coordinated communication with clients and medical offices.

Inecobank CJSC - Customer Service Specialist
Yerevan • 10/2012 - 07/2019

- Delivered high-quality customer service while handling financial transactions accurately.
- Assisted clients with banking services, account inquiries, and issue resolution.
- Maintained compliance with banking policies, procedures, and confidentiality standards.

07/2010

BA: Social Worker