Anna-Kay Spence

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**EDUCATION**

Queens College GPA 3.6

Masters in Speech Pathology 2015 – present

University of Cambridge

CELTA ESL Certificate 2012

Stony Brook University GPA 3.3

B.S. in Health Science – Concentration in Environmental Health and Safety & Sociology 2003 - 2008

Murry Bergtraum High School for Business Careers

High School Diploma: Accounting and Business Law 1999 – 2003

**aWARDS**

Certificate of Honorable Mention: Most Valued Student Employee, **Stony brook Hospital** 03/29/2008

Certificate of Academic Excellence and Recognition, **Chi Alpha Epsilon Honor Society** 12/06/2004

Certificate of Academic Achievement, **State University of New York** 05/03/2004

Dean’s List Recognition for Academic Excellence, **Stony Brook University** Spring 2004

Dean’s List Recognition for Academic Excellence, **Stony Brook University** Fall 2003

Certificate of Excellence in Writing: Most Improved Student, **Stony Brook University** Summer 2003

**Educational Opportunity Prog.**

Certificate of Nation Service: **AmeriCorps & Community Counseling and Medication Center** 06/24/2003

**WORK EXPERIENCE**

Kings County Hospital Center 09/2013 – present

**Hospital Care Investigator** Brooklyn, N.Y.

* Ensure accuracy of ICD-9 Coding, Transfer diagnoses, discharge diagnoses & overall patient information to file claim to insurer.
* Calculate and reconcile payments using appropriate Scheme and DRG codes to ensure proper payment by insurance company.
* Construct appeals for authorization issues, timely notifications, and others denial reason other than Medical Necessity for denied claims.
* Verify, modify and code demographic and insurance data obtained from source documents, and enter such data into a computerized system.

Art of Stepping 08/2015 – 08/2016

**Step Instructor/Site Coordinator** New York, N.Y.

* Promote academic, social, and personal success for 25-30 students.
* Work with assigned school to teach stepping through the use of mathematical formulas.
* Teach and prepare students for quarterly performances and external competitions

NIA Community Services Network 12/2012 – 08/2013

**Activity Specialist – Science Exploration** Brooklyn, N.Y.

* Developed weekly lesson plan of science activities for grades 1 – 5 and executed said plans on a daily basis to assigned classes.
* Provided homework help and assistance with projects assigned from day school, attendance, and dismissal.
* Maintain and develop parent involvement for all students.

McKinney Nursing Home 11/2012 – 09/2013

**Patient Care Associate** Brooklyn, N.Y.

* Provided personal care assistance to residents as directed such as bathing, grooming, feeding and toileting
* Prepared residents for meals; serve and collect meal trays, assist in setting up table for residents to eat, provide liquids to residents as requested
* Obtained temperature, urine samples, weights, and intake/output measurements as ordered by Charge Nurse
* Helped transfer, life, turn, and raise residents in bed. Applied restraints as directed by physician.

St. Giles International College 07/2012 – 12/2012

**ESL Teacher (Temp)** New York, N.Y.

* Taught as lead teacher for various levels (beginner – advanced) of English courses for international students as needed according to schedule in a classroom setting.
* Conducted one-one-one English teaching session with students who wanted extra help.
* Substituted as needed for absentee teachers.

Fire Department of New York 03/2012 – 09/2012

**Emergency Medical Technician** Bayside, N.Y.

* Opened and maintained an airway, ventilated patients administered CPR, including use of automated external defibrillators.
* Controlled hemorrhage, treatment of hypo-perfusion, bandaging wounds.
* Immobilized of painful, swollen, or deformed extremities, deformed neck or spine.
* Assisted patients with prescribed medications, including sublingual nitroglycerin, epinephrine auto-injectors, & hand-held aerosol inhalers, administration of oxygen, oral glucose and activated charcoal.
* Reassured patients and bystanders by working in a confident, efficient manner.

Visiting Nurse Service of N.Y. Choice Health Plans 01/2011 – 05/2011

**Administrative Coordinator (Temp)** New York, N.Y.

* Tracked and received promotional items ordered by the Sales and Marketing Department.
* Organized and kept log of supply closet.
* Collected and setup payment vouchers for departmental invoices.
* Prepared and edited PowerPoint presentations for New Sales Representative trainings and Executive meetings.
* Organized, entered, and assigned MLTC (Long-term Care) and Medicaid leads throughout the five boroughs Constructed weekly and monthly pivot tables, sales graphs and retention reports.
* Created new search criterion and organized raw Sales data which resulted in 67% increase in accuracy of Sales appointment results.

Brownsville Multi-Service Family Health Center 11/2009 – 08/2010

**Family Counselor (Grant Contract)** Brooklyn, N.Y.

* Facilitated individual and group counseling sessions.
* Met with parents and assisted families in submitting documentation correctly and on time.
* Initiated telephone contact with families to monitor and promote their involvement in the program.
* Conducted in-service training programs and coordinated educational workshops and social networking events for program clientele.

Stony Brook Hospital Timekeeping 06/2006 – 05/2009

**Payroll/Finance Assistant** Stony Brook, N.Y.

* Calculated sick leave, vacation time, and comp time, performed demographic editing in PeopleSoft
* Assisted management in purging terminated or retired employee files.
* Supervised 4-person team during auditing season; assigned tasks to manually audit and update employee timesheets.
* Completely revamped company’s filing system resulting in 85% increase in administrative processing and maximization of existing office space—earned *Student of the Year Award in 2008.*

**WORK EXPERIENCE CONTINUED**

Stony Brook Hospital Help Desk 06/2007 – 06/2008

**Help Desk Analyst** Stony Brook, N.Y.

* Answered the Help Desk phone, collected information pertinent to computer problems.
* Entered trouble tickets into Help Desk Management system, and offered solutions to existing problems.
* Utilized knowledge of the IT Help Desk Management system to troubleshoot and report escalated problems to IT technicians.

AmeriCorps 08/2002 – 6/2003

**Program Coordinator** Brooklyn, N.Y.

* Coordinated, planned, and implemented a curriculum for the Rites of Passage Program, an after-school initiative sponsored by AmeriCorps.
* Kept open and constant communication with parents concerning their daughter’s development in the program.
* Integrated the performing arts, African history, public service, and career planning into the curriculum in order to provide the young women with a well-rounded experience.

Lillian’s Professional Services Tax Seasons 2002 – 2006

**Executive Assistant** Brooklyn, N.Y.

* Answered customer tax inquiries face to face and via telephone.
* Ran errands for the CEO.
* Delivered tax materials to various vendor and customer site.
* Prepared correspondences for the CEO.
* Assisted clients in determining their federal and state tax obligation.

Tishmann-Speyer Properties Summers 2001 – 2004

**Human Resources Assistant** New York, N.Y.

* Prepared COBRA and orientation packets for new employees.
* Updated employee database daily.
* Verified employee I-9 information within HR database system.
* Ensured timely submission of I-9 documentation for auditing.
* Managed calendar for Executive Director of HR and composed/edited spreadsheets.

**TUTORING EXPERIENCE**

Champion Learning Center 09/2011 – 05/2013

**Academic Tutor (Independent Contractor)** New York, N.Y.

* Tutor youth ages 14 – 18 in Algebra 1 & 2, Trig, Logic, Pre- Calculus, and Calculus as well as English composition.
* Tutor youth ages 14 – 18 in English Composition, Grammar, Vocabulary, and Reading Comprehension.

Stony Brook Educational Opportunity Program 2/2004 – 5/2009

**Tutor**  Stony Brook, N.Y.

* Tutored youth ages 17 – 21 in Mathematics and English, primarily essay corrections and editing.
* Tutored college peers who were in the EOP in Pre-Calculus, Calculus 1, Biology, and Chemistry.

**VOLUNTEER EXPERIENCE**

Bedford Stuyvesant Volunteer Ambulance Corp. 06/2010 – 01/2012

**Emergency Medical Technician** Brooklyn, N.Y.

* Participated ambulatory service (emergency and non-emergency transport).
* Provided Medical station/ambulance stand-by for events (e.g., concerts in park), Conduct blood pressure readings.
* Participated in Wellness fairs and offer medical aid through our neighborhood first-aid station.

**VOLUNTEER EXPERIENCE CONTINUED**

Network 11/2007 – 04/2009

**Musical Instructor & Recruiting Assistant** New York, N.Y.

* Worked with fellow colleagues in my local community on an initiative to start up a drum corp. within the NYC metro area.
* Instructed youth ages 15 – 21 on how to read percussion music and play mallet percussion instrument in a classroom setting.
* Assisted colleagues in recruitment efforts by contacting local schools and churches making them aware of our program

Quest Drum & Bugle Corp 10/2002- 06/2004

**Program Director and Coordinator** Brooklyn, N.Y.

* Managed an effective after school program that provided an outlet for urban youth ages 8-16 through music.
* Instructed a select group of kids (20 kids) on the fundamentals of mallet percussion instruments in a classroom setting.

**MEMBERSHIPS**

*-American Red Cross of Greater New York City* April 2015

*Volunteer*

*-Malika Kambe Umfazi Sorority Incorporated*  March 2015

Member

*-AAUW (American Association of University Women)* February 2015

National Member

*-NYAVA (New York Association of Volunteer Administration)* May 2014

Member

*-AEO (Ancient Egyptian Order)* August 2012

Member