

# Betty Barnes

Spring, TX 77373

[Fmtx2231@gmail.com](mailto:Fmtx2231@gmail.com)

346.331.6328

## Work Experience

### **Human Resources/ Executive Office Coordinator**

Advantage Health LLC - Houston, TX

February 2023 to Present

### **Client Service Representative**

Guardant Health - Spring, TX

May 2021 to July 2022

Responsible for patient intake paperwork, sending and receiving correspondence, and data entry. Communicated effectively and professionally with patients, teammates, healthcare professionals, and sales team. Utilized resources to troubleshoot and resolve patient issues. Consistently met and attained required Key Performance Indicators (KPIs). Navigated multiple systems daily including Sales Force, LIMS, and Microsoft office applications.

### **Office/Payroll Manager**

Riverside - Conroe, TX

May 2018 to March 2020

Responsible for daily operations and account management. Duties included accounts payable, accounts receivable, payroll, filing quarterly/annual state and federal payroll reports, state tax sales reports, account reconciliation's account reports, word processing, inventory control, and purchasing. As well as maintaining calendars/schedules and set appointments.

### **Account Manager & Lead Tax Specialist**

LTJ Tax Associates - Spring, TX December 2015 to April 2018 My roles were to file federal, state, and local tax documents, extensions, and quarterly payments. Recommend tax strategies by researching federal, state, and local taxation. Prepare complex tax returns and tax research and review tax work of less experienced staff. Train and provide work direction to staff.

### **Customer Service Call Center and Accounting & Billing Manager** TriSmart Protection - Spring, TX

January 2014 to August 2016

Developed, maintained, and monitored all billing procedures in the accounting department call center. Answered multi-line phone. Coordinated with accounting on accounts receivable. Supervised all billing staff to ensure accuracy and efficiency. Ensured that payments received for all services were allocated properly. Actively pursued all nonpayment's identified the cause and provided a corrective solution. Performed detailed follow-ups with customers in addition to recording and managing data.

## Education

Bachelor's in business administration - Texas Southern University - Houston, TX August 2006 to May 2010

High school diploma -Spring High School - Spring, TX August 2003 to June 2006

Licensed Health/Life Insurance Agent (26 States)

Licensed Notary