

# CHANAI ESTAMA

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## PROFESSIONAL EXPERIENCE

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### **CLEVELAND CLINIC**, Weston, FL (*May 2022 – Present*) **Office Operations Lead**

- Act as operations lead to manage and ensure smooth day-to-day operations of business critical workflows, developing specifications/guidelines and resolving escalations
- Tackle a large call volume and meet daily department goals to ensure patient satisfaction
- Handle various medical correspondence in a timely fashion to optimize patient care
- Assists leadership with writing, editing, and standardizing patient correspondence used clinic-wide for efficiency
- Create technical documents and training manuals shared interdepartmentally to familiarize caregivers with software systems and communication methods
- Work with a team to meet daily and weekly deadlines in an efficient manner
- Provide excellent customer service to meet patient needs
- Assist in the recruiting process of prospective team members
- Train, mentor, and coach new hires
- Support clinic operations by direct involvement with the physician(s) and nurse(s)
- Act as a liaison between patients/healthcare facilities and healthcare providers
- Work as team lead and come up with solutions regarding patient care
- Handle sensitive patient information in compliance with HIPAA

### **MASSAGELUXE**, Davie, FL (*Sep 2021 – Jan 2022*) **Receptionist**

- Assisted in writing and proposing marketing correspondence, techniques to generate more clientele
- Handled a daily high call volume
- Incorporated sales skills in order to promote, push, and sell memberships, programs, products, and specialty services
- Defused issues in order to appease clients and ensure customer satisfaction
- Encouraged a healthy workplace environment via mitigation tactics
- Assisted in the recruiting process of new team members

### **PLATO'S CLOSET**, Miramar, FL (*Oct 2018 – June 2021*) **Assistant Manager**

- Managed multiple social media accounts, incorporated marketing methods in order to increase sales, customers, and promote clothing
- Followed current trends to appeal to a core customer base and optimize sales
- Managed cash on-site and online orders
- Oversaw employee training and productivity
- Incorporated social media into business model to influence customers and followers

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## EDUCATION

**University of Central Florida**, Orlando, FL – Information Technology (*June 2020 – May 2023*)

**Florida International University**, Miami, FL – Information Technology (*June 2023 – Present*)

## **SKILLS**

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- Python
- Microsoft Office Suite
- Epic Systems
- XML
- 100 WPM