




# Betty Medelus

Health Admin & Compliance Coordinator/Regulator

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Health and General Administrative Assistant with years of experience providing heavy customer service and basic office support services. Effective multitasker able to handle a high volume of clerical projects with accuracy and professionalism. I am also a seasoned Compliance Expert with only being a year in the industry of experience. Excellent research and analytical skills, as well as comprehensive knowledge of relevant statutory and regulatory guidelines.

## Skills

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Medical Office Administration

Time management strength

Multi-tasking skill

Dementia and Alzheimer's Knowledge

Medical terminology knowledge

Recording vital signs

EMR/EHR

Patient Assessment

Cash handling expertise

Money handling abilities

Secondary Education

Compliance Monitoring

Legal Compliance

Compliance documentation

Document reviews

Conducting investigations

Document analysis

Staff Training

Know Your Customer



## Work History

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**2023-03 - Current**

### **Compliance Coordinator**

*Coconut Creek Casino , Coconut Creek, FL*

- Examine, evaluate, and investigate eligibility for or conformity with laws and regulations governing contract compliance of licenses and permits, and perform other compliance and enforcement inspection and analysis activities not classified elsewhere.
- Contributed positive corporate culture by promoting ethical behavior throughout organization.
- Improved compliance by developing and implementing comprehensive policies and procedures.
- Supported legal department in handling investigations related to compliance matters, providing necessary documentation and information as needed.
- Submitting Suspicious Activity and surveillance reports based on observed investigated activity.

**2022-04 - 2023-03**

### **Health Center Activities Assistant**

*Sinai Residences , Boca Raton, FL*

- Assists with coordinating activities and accompanying residents throughout expeditions.
- Assists residents build and maintain interpersonal relationships, social skills, mental abilities and confidence.
- Engaged residents through events, small groups and personal attention.
- Assists in planning, coordinated and implemented activities to address needs of participants with varying abilities.

**2021-10 - 2022-03**

### **Substitute Teacher, K-12 (Voluntary)**

*Broward County School Board, Margate, FL*

- Kept students on-task with proactive behavior modification and positive reinforcement strategies.
- Supervised lunchroom and recess activities.
- Kept accurate and current attendance records and assignment sheets to maintain file compliance.
- Maintained day-to-day classroom management and discipline to promote learning initiatives.
- Helped students develop life-long learning skills and good study habits.

**2021-04 - 2021-06**

### **ICU Unit Secretary**

*HCA Northwest Medical Center, Margate, FL*

- Carried out front office duties utilizing data entry skills in framework of medical database.

- Registered and verified patient records before triage with most up-to-date information.
- Answered phone calls and messages for physicians, medical facility, scheduling appointments and handling patient inquiries.
- Organized and maintained patient chart filing system to promote quick data finding for staff.
- Greeted visitors and initiated triage processes for clients to streamline patient flow.

**2017-01 - 2021-05**

## **Specialty Banker**

*Seminole Casino Coconut Creek , Coconut Creek, FL*

- Managing assigned bank inventory to include chip bank, main bank and check bank.
- Ensuring all regulatory requirements are followed and performing cashiering functions.
- Accountable for the daily reconciliation of the assigned area.
- Perform other duties assigned.

**2015-11 - 2016-05**

## **Medical Assistant Student Intern**

*Dr. Robert Schramm, Boca Raton, FL*

- Performed clerical duties, such as word processing, data entry, answering phones and filing.
- Directed patients to exam rooms, fielded questions and prepared for physician examinations.
- Sanitized, restocked and organized exam rooms and medical equipment.
- Promoted office efficiency, coordinating charts, completing insurance forms and helping patients with diverse needs.
- Collected and documented patient medical information such as blood pressure and weight.
- Performing allergy skin tests on patients
- Performed the task of putting patients on nebulizers

**2013-08 - 2016-01**

## **Poker Cage Cashier**

*The Isle Capri Casino, Pompano Beach, FL*

- Verified individual amounts of loose coin and bundled paper money.
- Redeemed foreign currencies using accurate exchange rates.
- Performed check cashing for customers based on company policies.
- Issued gaming coins and tokens to customers for cash.
- Trained, mentored and developed new cashiers with positive and encouraging techniques to maximize performance and team contributions.
- Complied with casino policies and protocols to maintain transaction accuracy, efficiency and security.
- Supported guest satisfaction and loyalty through prompt customer service and timely payouts.
- Counted cash and casino chips to accurately reconcile transaction reports.

2012-06 - 2013-10

## Restaurant Server

*The Preserve At Palm-Aire, Pompano Beach, FL*

- Carried out complete opening, closing and shift change duties to keep restaurant working efficiently and teams ready to meet customer needs.
- Stayed up-to-date on menu changes to offer current and accurate information and help customers select optimal meal choices based on individual preferences.
- Maintained customer satisfaction with timely table check-ins to assess food and beverage needs.
- Used correct cleaning, sanitizing and food handling procedures to maintain optimal protections for customers.
- Kept server areas clean and stocked during service hours to increase efficiency while serving tables.



## Education

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2007-01 - 2011-05

### High School Diploma

*Coconut Creek High School - Coconut Creek, FL*

2016-01 - 2021-05

### Bachelor of Science: Health Management

*Palm Beach State College - Lake Worth, FL*