



# William Daniel

## Administrative Support Assistant III

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### STRENGTHS

- 📁 **Records accuracy**  
A careful review of patient files and database updates keeps information ready for staff who depend on it.
- 💬 **Client communication**  
Clear answers helped clients and families move through documentation needs with less confusion and more confidence.
- 📄 **Document imaging**  
Organizing, scanning, and indexing records created cleaner retrieval paths for busy administrative teams.
- ✅ **Procedure follow through**  
Established naming, retention, and intake steps brought consistency to files that once needed extra review.
- 🔒 **Confidentiality**  
Daily healthcare records work reinforced a simple rule: protect personal information at every handoff.

### SKILLS

Administrative support

Records management Data entry

Document imaging

Database updates

Confidential records

Microsoft Office File organization

Client communication

Intake documentation

Document preparation

Information research Scanning

Record retention

Procedure compliance

### SUMMARY

Administrative support professional with more than five years of experience serving healthcare and **public service operations** through accurate records management, client documentation, **data entry**, and confidential information handling. Maintains patient service records, updates databases, prepares intake packets, organizes physical and electronic files, and coordinates document imaging activities. Communicates clearly with clients, families, staff, and internal teams while following **established procedures** for documentation, retention, and privacy. Uses Microsoft Office, database tools, scanning workflows, indexing practices, and information research to keep operational records complete and accessible. Brings a practical, service focused approach shaped by **healthcare administration** and office coordination work, with proven care for accuracy, organization, and timely follow through. Can support dependable administrative operations through consistent records control, responsive communication, and careful preparation of every client file.

### EXPERIENCE

#### Administrative Support Specialist, Healthcare Records

Riverbend Community Health Services 📅 March 2024 - Present 📍 Jackson, MS

Supports healthcare administration through patient records, **intake documentation**, database updates, document imaging, client communication, and confidential file control. Coordinates daily documentation workflows and helps internal teams retrieve complete information for service operations and review.

- Maintained patient service records through structured procedures and **database tools**, supporting accurate operational access.
- Prepared intake packets and verified client information before internal review, reducing avoidable documentation gaps.
- Organized, scanned, and indexed records for **document imaging** workflows, improving retrieval across service files.
- Researched missing information and updated tracking systems, strengthening reporting accuracy for administrative teams.
- Communicated with **clients** and staff about documentation needs while protecting confidential healthcare information.
- Applied consistent naming and retention methods, creating cleaner physical and electronic **file organization**.

#### Office Support Coordinator, Administrative Operations

Pine Valley Administrative Center 📅 June 2021 - February 2024 📍 Ridgeland, MS

Coordinated office support across multiple departments through correspondence, record updates, document preparation, inventory tracking, data validation, customer assistance, and organized file control. Helped teams complete documentation projects accurately and within established deadlines.

- Managed correspondence, record updates, and **document preparation** for daily administrative operations across departments.
- Tracked office inventory records and coordinated supply information, helping teams maintain reliable operational readiness.
- Entered and validated electronic data, improving consistency across administrative systems and reporting records.
- Responded to customer inquiries with clear guidance, helping resolve routine information needs without delay.
- Organized physical and electronic files according to **established procedures**, supporting faster document retrieval.
- Supported team documentation projects with accurate updates and dependable deadline follow through.

LANGUAGES



MY CAREER



- Administrative Support Specialist, Healthcare Records at Riverbend Community Health Services (2.5 Years)
- Office Support Coordinator, Administrative Operations at Pine Valley Administrative Center (2.7 Years)

PROJECTS

- Client Records Access Cleanup** 📅 2025
- Small filing choices shape service quality. Standardized naming, scanning, indexing, and retention steps for a representative administrative records workflow, creating clearer retrieval paths and stronger documentation control.
- Intake Packet Quality Review** 📅 2024
- A missing page can slow an entire service process. Reviewed sample intake packets for completeness, information accuracy, document order, and internal review readiness using practical administrative controls.

LEADERSHIP & AWARDS

- Recognized for dependable patient records support and careful handling of confidential healthcare information.
- Commended for accurate document preparation, organized files, and responsive assistance across administrative teams.
- Selected as a trusted resource for resolving missing information and maintaining reliable tracking records.

EDUCATION

**Associate Degree in Business Administration**  
Hinds Community College 🎓 GPA: 3.5 📅 2021 📍 Raymond, MS  
***Coursework:** Office Administration, Business Communication, Records Management, Information Systems*

CERTIFICATIONS

- Microsoft Office Specialist 📅 2025
- Document Management Fundamentals Certificate 📅 2024

TECHNICAL SKILLS

- **Microsoft Office:** Microsoft Word, Microsoft Excel, Microsoft Outlook
- **Records Management:** Patient records, Administrative files, Retention methods
- **Document Imaging:** Scanning, Indexing, Image quality review
- **Database Operations:** Database updates, Data entry, Information validation
- **Intake Documentation:** Intake packets, Client information, Review preparation
- **File Organization:** Physical files, Electronic files, Naming conventions
- **Communication Tools:** Email correspondence, Telephone support, Client messaging
- **Privacy Practices:** Confidential records, Healthcare information, Access control
- **Office Administration:** Correspondence, Inventory records, Supply coordination
- **Information Research:** Missing information research, Tracking systems, Operational reporting

PROFESSIONAL AFFILIATIONS

- Healthcare administration practice, with focus on patient records, intake documentation, privacy, and service coordination.
- Administrative operations practice, supporting organized files, accurate data entry, document preparation, and client communication.

ADDITIONAL INFORMATION

**Work Status** : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST