

EXPERIENCE

SKILLS

Professional

Content Writing
Marketing & Research
Presentation Creation
Content Editing
Creative Writing
Speechwriting
Community Outreach
Project Implementing
Management
Professional Networking

Technical

Microsoft Office
WordPress
Content Creation
Research Development
Marketing Slick Campaigns

Authorizations Specialist/Marketing

Diagnostic Imaging | March 2020- Present

- Promoted within company to lead with administration
- Provide developmental ideas and marketing strategies to expand demographic and increase revenue
- Restructured authorization department and increased revenue by 30% within 2 months
- Network with physicians and their office staff to establish relationships for daily patient healthcare collaborations
- Met with nationally recognized physicians to promote business and attended meetings to broadcast new, innovative medical services
- Graph statistical data to determine most efficient marketing strategy
- Submit insurance authorization requests to carriers to cover costs of medical exams

Office Manager

Diagnostic Imaging | May 2017- March 2020

- Managed and supervised employees to ensure daily processes are completed and all challenges are resolved
- Graphed statistical data to track volume to maintain target budget
- Tracked and identified problem areas in both the employee and patient environment and begin mitigation process to correct recurring issues
- Completed weekly error reports and billing reimbursements issues for two office locations

Administrative Services Coordinator

Diagnostic Imaging | July 2012 – May 2017

- Scheduled appointments for all radiology modalities, registered patients efficiently and quickly, and verified all insurances
- Maintained all record intake and releases of medically sensitive information while adhering to all HIPAA guidelines
- Implemented new procedures to track biopsy records and to ensure state inspection data was complete and error free

CARMEN MILLIGAN

(240) 271-6233 T

carmenemilligan@gmail.com E

<https://carmenemilligan.journoportfolio.com> W

EDUCATION

Master of Arts/ English & Creative Writing- 2017

Southern New Hampshire University

Bachelor of Arts / English Language and Literature- 2012

University of Maryland, College Park

EXPERIENCE CONTINUED

Marketing Assistant- Temp

Applied Information Sciences | Jan 2013 – Oct 2013

- Transformed technical and engineering terminology into easy to understand verbiage for all audiences and clients
- Condensed 100-page articles into 10-page reports for corporate meetings
- Authored and created content for presentations, banners, brochures, and marketing emails for international company meetings
- Interacted with corporate CEO, COO, and CFO teams to determine marketing needs and stay abreast of contract changes and process requirements
- Presented and discussed original and unique campaign ideas and designs with the Director of Marketing
- Penned official office minutes in meetings for international company records

Marketing Writer and Research Intern

A Wider Circle | May 2011 – Apr 2014

- Created, edited, and presented content for marketing strategies
- Co-authored speeches for the CEO used in locally televised interviews and public lectures
- Wrote and designed in-depth proposals, informational graphics, brochures, and presentations for various publicity campaigns
- Provided marketing expertise and assistance with community outreach to end homelessness and poverty
- Worked on company's annual Community Ball that hosted Senators Mayors, Newscasters, and International and large-scale company donors
- Kept records of monetary and physical donations on official company listserv
- Sent personalized recognition notices to donors and generated tax exemption forms
- Conducted extensive research for levels of poverty locally, nationally, and internationally
- Provided statistical data on poverty for distribution to for official office use to distribute in grant requests