

Alyssa C Smith

acsmith922@gmail.com

www.alyssasmith.info

412-580-8350

EDUCATION

Carlow University, Pittsburgh PA

December 2012

- Bachelor of Arts in Mass Media Communications

RELATED EXPERIENCE

South Hills Orthopaedic Surgery Associates, Upper St. Clair PA

April 2014-Present

Orthopaedic Medical Assistant

- Triage and room over 80 patients daily, order appropriate x-rays, and communicate pertinent patient information to doctors and physicians assistants.
- Apply and remove cast, splints, and braces per doctors instructions.
- Reply to all patient refill request and additional surgical questions in a timely manner.
- Clean and stock over six patient rooms weekly, ensure all instruments for patients rooms are cleaned on a bi-weekly basis, as well as care of office autoclave.

Medical Receptionist

- Checked in and out approximately 100 patients daily, served as the first point of contact for new patients of the office, and scheduled follow up appointments as needed
- Ensured all patient demographics, paperwork (including medical history and HIPAA release), and insurance information was charted and correct.
- Helped to coordinate and implement new work flows for the Meaningful Use initiative, as well as updated and edited patient information and HIPAA sheets.

Freelance Blogger, Pittsburgh PA

April 2016-Present

- Craft pertinent blog posts for three different clients on varying topics such as, non-profit giving, generational profiles in the work place, and technical articles.
- Ensure that keywords and photos are appropriately utilized and labels for search engine optimization.
- Produced two eBooks for a client detailing non-profit giving opportunities for the Millennial and Baby Boomer generations.

Customer Solutions Specialist, iMortgage Services, Upper St. Clair PA

March 2013-April 2014

- Communicated detailed daily updates on report progression to customers and responded to customer inquiries in a timely manner in order to quickly resolve any issues/delays in the appraisal process.
- Placed and billed appraisal orders per customer guidelines.
- Assisted Spanish speaking customers, borrowers, and vendor partners.

Marketing Intern, Mario Lemieux Foundation, Pittsburgh PA

September 2012-March 2013

- Composed social media posts that reach over 300,000 followers.
- Utilized social media dashboard to track follower interaction; planned and published social media posts, as well as monitored and respond to social media activity and foundation e-mails.
- Promoted fundraising efforts and assisted the launch of a new website via social media channels.
- Coordinated and process stock for Shop66 and the Mario Lemieux Fantasy Hockey Camp
- Assisted in the execution of the 2013 Mario Lemieux Fantasy Hockey Camp, including creating positive relationships with campers and celebrity participants.

Mentor, Youth Media Advocacy Project, Pittsburgh PA

January 2011-June 2012

- Served as a mentor and facilitator to fifteen high school students; encouraged the identification of and avocation for social issues impacting young people.
- Guided participants in the creation of media campaigns including the design of billboards, print media advertisements, and development and implementation of a public presentation resulting in coverage from four media outlets.

RELATED COURSES & SKILLS

Public Relations, SEO, Business Communication, Organizational Communication, WordPress/Hubspot, Microsoft Office and Mac OS, Media Advocacy and Ethics, Casting and Splinting, CPR Certified