



**Christian  
Herrera**

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## Education

Bachelors of Fine Arts  
Graphic Design & Technology  
Emmanuel College 2005  
Boston, MA

## Work Experience

*Patient Financial Services Representative  
Centralized Scheduling Department  
Memorial Healthcare System- Miramar, FL  
July 2008-Present*

Provided patients with appointments for Outpatient exams in a timely manner. Handled a volume of 50 calls on a daily basis. Communicated with Doctor Offices and staff on specifics of exam protocols and procedures. Provided training to new employees on software and proper phone etiquette.

*Substitute Teacher  
Broward County Board of Education  
Broward County, FL 2008  
April 2008-June 2008*

Reviewed and followed lesson plans provided by absent teacher. Kept and maintained record of class attendance. Provided an assessment to absent teacher of student participation, behavior and completion of lesson and homework assignments.

*Hospital Care Investigator  
Patient Accounts  
Lincoln Medical & Mental Health Center- Bronx, NY  
September 2006 - January 2008*

Interviewed Patients and verified all personal information on RUMBA database. Conducted Investigations to determine the ability of patients to pay their medical bill, which included but not limited to job verification, insurance coverage, verification of governmental assistance (Medicaid, SSI etc). Explored alternative sources with patients to cover medical expenses. Computed billing functions in order to maintain hospital revenue. Obtained authorization for emergency room visits and inpatient services rendered in facility. Created and aided PowerPoint presentations on new department guidelines and principles.

## Work Experience(continued)

*Graphic Design Intern  
Residence Life, Emmanuel College- Boston, MA  
September 2005- December 2005*

Worked in coordination with staff to complete tasks and projects. Developed a virtual tour of the residence halls at Emmanuel College. Produced posters and brochures targeting different audiences in the Emmanuel community.

*Mac Specialist  
Apple Retail, Cambridgeside- Cambridge, MA  
February 2005 – November 2005*  
Provided customers with exemplary service. Presented complete and appropriate solutions for customer's computing needs. Communicated the latest technology in language to easy to digest by even non-computer users. Collaborated with a team to execute sales and store goals. Trained and educated consumers on the use of Mac software and operating system. Diagnosed and fixed minor computer problems on customer's computers.

*Graphic Design & Computer Teacher  
Camp Chipinaw- Swan Lake, NY  
June 2004-August 2004*

Instructed students of ages 5-16 on the principles of art and design. Created and set lesson plans in Adobe Photoshop, iLife Suite and Adobe Illustrator for all age groups. Guided students on process and completion of projects. Helped students upload pictures to camp website where parents at home and away could view online.

## Computer Skills

Imagecast, Carecast, Rumba Mainframe, OAM, Photoshop, Illustrator, Indesign, Dreamweaver, Lightroom, iLife, MS Office, Premiere, Acrobat, MS Publisher, Mac, Windows,

## Languages

Fluent in Spanish

## Certificates

*Certified Substitute Teacher  
Broward County Board of Education, April 2008*

*Letter of Eligibility Art (K-12)  
Florida Department of Education, February 2008*

## Awards & Recognition

*H.E.R.O of the Year 2009  
Memorial Hero Program, June 2009*

*Heart of the Community Honoree 2009  
The Volunteer Broward Organization, May 2009*

*H.E.R.O Spotlight  
Memorial Career e-newsletter, August 2009*