

# LAUREN M. BAYLIS

lmsevcik@gmail.com | 239-699-4979 | Ponte Vedra, FL

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## BUSINESS ADMINISTRATION/OFFICE MANAGEMENT

7 years of experience in the management and advancement of office protocols and operations. Creating more efficient policies and procedures to ensure profitable client and business relationships, timely payment of all accounts, and client retention.

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### QUALIFICATIONS

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- SharePoint Proficient
- Proven Sales Skills
- Problem Resolution
- Contract Negotiation
- Policy Generation
- Marketing
- Payroll Specialist
- Customer Service
- Vendor Acquisition
- Expense Management
- Team Coordination
- Record Transcription

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### PROFESSIONAL EXPERIENCE

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#### **Assistant/Office Administrator**

Madison Avenue Salon

11/2016 – Current

- Ensure the accuracy of all cash-handling procedures
- excellent customer service to clients by answering all product inquiries, re-schedule for future appointments, and resolve any issues before their departure from the salon.
- Supervise a 9 member stylist team by leading in the creation of a positive experience for all clientele
- Promote and advise clientele on products and services to increase revenue through upsell
- Execute budget and expense management policies for salon regarding supplies and retail pricing
- Synergistically cultivate existing accounts to achieve repeat business and success utilizing our portfolio of products and services
- Initiate professional communication via telephone to keep all clients informed of upcoming promotions, products, and events, and salon closures

#### **Executive Assistant/Practice Administrator**

Mindy's Massage and Wellness

3/2015-10/2017

- Utilize various software programs to schedule clients to insure productive use of operational hours
- Research and confirm insurance benefits and coverages for massage clientele
- Submit qualifying office visits to appropriate insurance for payment, ensuring all coding is correct and applicable to each client's available benefits
- Create marketing media to be used in various promotional categories to draw in new clientele for growing massage practice
- Serve as liaison between massage therapist and client, ensuring that all client communication was accurate and responded in a timely manner

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## Office Administrator and Technical Assistant

First Coast Wellness and Chiropractic Discovery

4/2010-10/2012 and 3/2015-2017

- Schedule massage, chiropractic and body contouring appointments
- Track clients progress throughout procedure by maintaining accurate charts and measurements
- Assist doctor with new client intake and operate in the capacity of a medical assistant
- Generate all insurance claims with correct coding for billing process, and verify all insurance coverage prior to services
- Maintain a clean, safe work environment by following office and regulatory standards
- Ensure all client records are protected and filed properly according to HIPAA regulations
- Create and submit accurate payroll for all staff and financial records for business
- Plan and execute promotional and educational events to acquire new clientele for medical practice
- Increase revenue through upsell of products and services

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## EDUCATION

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### Florida Gulf Coast University

08/2004-07/2008

Bachelor of Science – Business Management and Human Resources

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## RELATED EXPERIENCE

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### Military Spouse – United States Navy

2008-current

Volunteer at Navy Marine Corp Relief Society

- Achieved honor status for military spouses of Compass Mentor and Ombudsman
- Conducted budget consultations with enlisted sailors
- Issued Quick Loans to assist with emergency situations for military families
- Participated in the execution of the Budget 4 Baby program
- Fully managed the NMCRS Thrift Store
- Hosted single sailors at the Baylis residence for all family-centric holidays

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## TECHNICAL SKILLS

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- Operating Systems: Windows, Macintosh
- Applications: Word, Excel, PowerPoint, Publisher, Access, Email, SharePoint, Rapid (Doctor Portal and EMR), MindBody Scheduler, MassageBook, PayOut USA