

Kaley Ali

SKILLS

- ☐ Records Management
- ☐ Auditing and Quality Control
- ☐ Customer Service
- ☐ Cash/Check Control
- ☐ Microsoft Office
- ☐ SharePoint
- ☐ CPR/Basic Life Support
- ☐ 90-100 WPM Typing Speed

EDUCATION

In Progress: BASc – Health Services Administration | *Santa Fe College*

Associate in Arts | *Santa Fe College*

High School Diploma | *Carolina Forest High School*

WORK EXPERIENCE

Office Manager | **Mar 2023 – Present**

AMRIS Facility – McKnight Brain Institute, University of Florida, Gainesville, FL

- ☐ Compile monthly financial reports for department budgeting and reconciliation
- ☐ Maintain and analyze userbase and project data to inform operational decisions
- ☐ Create and send monthly invoices to 60-80 facility users based on line-item pricing
- ☐ Design and refine workflows and procedural documentation for billing, reporting, and compliance processes
- ☐ Ensure safety procedures are compliant with University and MagLab standards
- ☐ Collaborate with leadership to refine job descriptions and improve hiring processes
- ☐ Perform journal entries to move funds between accounts
- ☐ Manage travel authorizations and expense reports for the department
- ☐ Process payments to vendors

Records Specialist II | **Mar 2022 – Mar 2023**

LifeSouth Community Blood Centers, Gainesville, FL

- ☐ Audit 150-250 donation records daily for errors and accuracy
- ☐ Compile daily, weekly, and monthly reports on donation statistics and errors found during audit
- ☐ Communicate with team members, executives, and management to resolve errors efficiently
- ☐ Perform donor callbacks weekly to ensure completeness of records
- ☐ Process Technical Assistance Requests daily to make internal data corrections

Floor Staff | **Aug 2021 – Mar 2022**

Regal Royal Park Stadium 16, Gainesville, FL

- ☐ Achieve effective customer service by providing information and performing concession duties

- Present ideas to management for improvement of workplace and job satisfaction
- Coach, motivate, and train other team members to perform job effectively

Transcriptionist | Sep 2018 – Nov 2021

CopyTalk Business Services, Gainesville, FL

- Maintain high speed and accuracy metrics throughout each shift of transcribing audio
- Engage with pre-recorded audio from financial advisors to transcribe accurate emails and notes
- Protect sensitive client information with confidential precautions