Kelly Stein

Peoria, IL 61604 | 309-258-8314 | kstein87@yahoo.com

SUMMARY

Dependable and highly organized administrative professional with more than 20 years of experience supporting office operations, customer service, records management, billing, financial documentation, and compliance. Currently serving as a Union Hall Office Manager, managing daily administrative operations, member and contractor communications, financial records, reporting, and confidential information. Known for accuracy, professionalism, strong communication skills, and the ability to manage multiple responsibilities independently. Seeking a part-time evening and weekend administrative position where strong organizational and customer service skills can support day-to-day operations.

EDUCATION

Peoria Notre Dame High School Peoria, IL

2001 – 2005

EXPERIENCE

UNION HALL OFFICE MANAGER

January 2026 – Present

Operative Plasterers & Cement Masons – Local 18 *Peoria, IL*

- Manage daily administrative operations and provide support to union leadership, members, contractors, and outside organizations.
- Respond to telephone calls, emails, and inquiries in a professional and timely manner.
- Maintain accurate membership, contractor, financial, and administrative records.
- Process and review contractor reports, payments, invoices, and supporting documentation.
- Identify discrepancies in reports and payments and communicate with contractors and benefit offices to resolve issues.
- Prepare correspondence, reports, forms, notices, and other official documentation.
- Maintain organized electronic and paper files and ensure records are accurate and easily accessible.
- Process and track payments, outstanding balances, and financial documentation.
- Coordinate information between members, contractors, benefit offices, and other organizations.
- Handle confidential and sensitive information with discretion.
- Manage multiple priorities and deadlines while maintaining accuracy and attention to detail.
- Assist with meetings, special projects, office organization, and other administrative needs.
- Create and improve forms, spreadsheets, and tracking systems to make office processes more efficient.
- Work independently, prioritize responsibilities, and use sound judgment to resolve day-to-day administrative issues.

STUDY START-UP & BILLING COMPLIANCE SPECIALIST

2022 – Present

Illinois CancerCare *Peoria, IL*

- Manage detailed administrative, billing, financial, and compliance responsibilities for pharmaceutical clinical trials.
- Process invoices, payments, reimbursements, accounts receivable, and financial reconciliations.
- Maintain accurate records and documentation while managing multiple deadlines.
- Prepare reports and spreadsheets for management and financial review.
- Communicate regularly with internal departments, physicians, sponsors, patients, and leadership.
- Review information for accuracy and identify and resolve discrepancies.
- Maintain confidential information and documentation in accordance with regulatory and organizational requirements.
- Train and supervise staff while providing guidance and administrative support.
- Assist with audits and ensure documentation is complete, accurate, and organized.

- Develop and improve office procedures and workflows to increase efficiency.

STUDY START-UP SPECIALIST 2013 – 2022

Illinois CancerCare *Peoria, IL*

- Provided administrative and regulatory support for pharmaceutical clinical trials.
- Maintained accurate records, documentation, and electronic files.
- Coordinated meetings, schedules, correspondence, and communications with internal and external contacts.
- Provided training and support to staff regarding procedures and documentation requirements.
- Managed multiple projects and deadlines while maintaining accuracy and organization.
- Conducted internal audits and reviewed documentation for completeness and accuracy.
- Worked closely with management and team members to coordinate administrative tasks and improve office processes.

MEDICAL OFFICE TECHNICIAN / SCHEDULER / MEDICAL RECORDS 2004 – 2013

Illinois CancerCare *Peoria, IL*

- Provided front-office administrative support in a busy medical office environment.
- Answered high-volume telephone calls, responded to inquiries, and directed calls appropriately.
- Scheduled patient appointments and maintained physician calendars.
- Prepared and organized records and documentation for daily appointments.
- Provided professional and courteous customer service to patients and families.
- Managed confidential records and information in accordance with HIPAA requirements.
- Processed large volumes of documents, scanning, filing, and retrieving records accurately.
- Responded promptly to medical record requests and maintained organized files.
- Assisted with inventory management and general office operations.
- Worked effectively in a fast-paced environment while balancing multiple responsibilities.

TECHNICAL SKILLS

Administrative & Office Support
Customer Service & Communication
Data Entry & Recordkeeping
Phones, Email & Correspondence
Billing & Payment Processing
Financial Records & Reconciliation
Filing & Document Management
Scheduling & Calendar Coordination
Confidential Information
Microsoft Office
Problem Solving
Attention to Detail
Independent Work
Time Management
Multi-Tasking
Professional & Friendly Service

CERTIFICATIONS

Certified Clinical Research Professional (CCRP) — Society of Clinical Research Associates (SOCRA) | 2021