

MADISON SHEALY

SENIOR ADMINISTRATOR & INTAKE COORDINATOR

EXPERIENCE

SENIOR ADMINISTRATOR & INTAKE COORDINATOR

Behavioral Health Dallas, PLLC. | 2022-Present

- Screens incoming calls for potential patients & conducts intake process to pair with correct providers.
- Monitors and maintains a clean, welcoming office environment through tasks such as, ordering office supplies, printer materials, and monitoring break room needs.
- Reviews, prepares, obtains, appropriate approvals for payroll information, expense reports, etc.
- Performs additional tasks and projects, such as marketing & event coordinating, newsletter completion, and timely report completion.

OFFICE MANAGER

National All Pro Quick Lube | 2021-2023

- Guides 60+ customers and 15+ team members by collaboratively problem solving and actively listening.
- Registers sales on a cash register by itemizing and totaling customers' purchases.
- Provides a positive customer experience with fair, friendly, and courteous service.

ADMINISTRATIVE ASSISTANT, MA IN PSYCHOLOGY PROGRAM

Dallas Baptist University | July 2022-Dec. 2022


- Implemented a FERPA compliant, virtual filing system for 70+ students.
- Systemized the ordering of & distribution of psychological test materials.
- Created surveys, organized events, and coordinated meetings between the applicable individuals.

PSYCHOLOGY INTERN

DBU Counseling Center | Aug. 2021-Dec. 2021

- Conducted session scheduling, resource distribution, and general assistance to 15+ counselors.
- Maintained the protocols for confidentiality and emergency situations.

CONTACT

 214-383-8145 EXT. 109

 INFO@BEHAVIORALHEALTHDALLAS.COM

 7557 RAMBLER RD. SUITE 425
DALLAS, TX. 75231

EDUCATION

DALLAS BAPTIST UNIVERSITY

B.S. IN PSYCHOLOGY (2022)
GRADUATED SUMMA CUM LAUDE.

SKILLS

- Proficiency in Microsoft 365 Suite & Google Suite
- Empathetic Communicator & Active Listener
- Creative Problem Solver
- Detail-Oriented & Organized

PROJECTS

Psi Chi: National Honor Society in Psychology

- Accepted new members according to Psi Chi requirements
- Event coordinating to induct new members
- Member support and encouragement for the advancement of psychology and research.

Ukraine Support Event

Student-led university wide event.

- Coordinated with volunteers to allow our Ukrainian staff and students the platform to educate our university, amplify their voices, and bring awareness to the political climate of Ukraine.
- Collaborated with university groups to provide varying services.
- Utilized email marketing, flyer distribution, and social media marketing.