

# Andrea Beatty

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## **Professional Certifications**

IAAP (International Association of Administrative Professionals) Member

ASAP (American Society of Administrative Professionals) Member

## **Experience**

UT Battelle, LLC / Oak Ridge National Laboratory (ORNL)  
Oak Ridge, TN

August 2014 – Present

### **Program Administrative Assistant**

U. S. Department of Energy (DOE), Office of Science, Materials Sciences and Engineering  
Division Program

- Support the Program Manager in preparation and submission of review documents, proposals, FWPs, quarterly reports, annual reports, highlights, and any other requested information
- Coordinate and arrange all scheduling aspects of program or project reviews
- Help ensure the timely preparation and submission of proposals, reports and review documents, including checking all for proper inclusion of necessary elements, formatting, and other issues
- Be responsive to the Physical Sciences Directorate office as needed, particularly on DOE proposals and reporting to both DOE and ORNL
- Maintain the Program office atmosphere in a professional manner and establish and maintain effective working relationships with internal and external contacts
- Monitor the Program Manager's email, following up on tasks within scope of responsibility
- Manage electronic calendar for the Program Manager using Outlook
- Track, coordinate, and follow actions/responses for the Program Manager to assure timely completion
- Coordinate travel for the Program Manager for domestic and foreign trips, including arrangements for transportation, lodging, and itineraries
- Demonstrate concern for people and experience dealing with diverse personalities and backgrounds in a multi-level, scientific environment
- Ensure compliance with environment, safety, health, and quality program requirements
- Maintain strong commitment to the implementation and perpetuation of values and ethics
- Make administrative decisions and judgements within scope of responsibility and authority, using tact and discretion
- Establish priorities and resolve conflicts in scheduling appointments and meetings
- Review documents for quality and adherence to procedures
- Maintain the program website and update regularly
- Schedule meetings
- Assist in planning and organizing workshops
- Proofread foreign travel requests funded by BES for accuracy and completeness prior to Program Manager approval; request revisions as necessary
- Assist in preparation of highlights and communications with DOE sponsors
- Check credit lines / acknowledgements in Publications prior to Program Manager approval; track journal publications

- Establish office flow procedures and coordination of common policies among the Program Principal Investigators (PIs); serve as resource and provide guidance for administrative support staff across the Program
- Support Program Finance Officer in preparation of annual FWP
- Prepare routine, standard material using standard formats and process forms by using appropriate electronic resources and software
- Answer telephone and respond appropriately; relay messages, answer inquiries, offer assistance, refer callers, initiate calls to obtain, verify, and exchange information

#### Group Administrative Assistant

##### Reactor and Nuclear Systems Division

- Provide administrative support for the Used Fuel Systems (UFS) Group, Nuclear Experiments and Irradiation Testing (NEIT) Group, ORNL's US Nuclear Regulatory Commission Program Manager, and the GAIN Deputy Director, Fuel Cycle Technology Integration Leader, and UK Country Coordinator for US DOE-NE
  - Manage group leaders' calendars
  - Plan and coordinate onsite and offsite meetings and workshops; prepare agendas, arrange meeting snacks and/or meals; interact with personnel at all organizational levels; assist in communication with attendees and coordinate with the conference office utilizing ORNL guidelines
  - Enter publications entries into Resolution/Publications system, prepare correspondence, reports, abstracts, and presentation materials according to ORNL guidelines using Microsoft Office and Adobe Acrobat; perform administrative review, to include proofreading and formatting, for grammatical correctness; perform delegate role for group members in the Publications system, convert documents to PDF using Adobe Acrobat
  - Plan and prepare for group meetings; prepares group meeting agenda; assign safety discussion talk; upload safety discussions into Safety Talks; upload presentations during meetings
  - Manage groups' absence calendars in Outlook
  - Manage all aspects of employment interviews and onboarding-related tasks for job candidates
  - Enter domestic and foreign travel requests for staff and guests in TravX, Concur, Conference Planning Tool (CPT), and the Foreign Travel Management System (FTMS); reconcile travel expenses using ORNL's SBMS procedures and guidelines
  - Support DOE-NE Integrated Waste Management Program (NE-8): keep an updated milestone report spreadsheet to present at the group meetings; add events to both CURIE and PICS:NE online calendars
  - Enter Educational-Appointment Requests (EARs)
  - Create and modify purchase requisitions for materials and services
  - Manage all aspects of employment interviews and onboarding-related tasks
  - Input PAS requests (non-employee and Foreign National)
  - Maintain consistent, reliable work schedule during core hours to meet the needs of staff
  - Maintain a professional office atmosphere; greet and receive visitors (in person and over the phone) in a businesslike, courteous manner, while exercising discretions with confidential matters; establish and maintain effective working relationships with internal staff members and external contacts
  - Maintain DOE directives/standards and training requirements

- Order office supplies for group and division; initiate, modify and add incremental funding to purchase orders and/or requisitions
- Support Nuclear Science and Engineering Directorate administrative support with all aspects of travel arrangements for the Advisory Committee members
- Assist Division University Recruiting Coordinator with Summer Seminar Series for the Nuclear Engineering Science Laboratory Synthesis program
- Serve as the division Records Management Officer and Document Management Coordinator
- Assist division office with phone coverage and conference planning
- Set priorities appropriately, anticipate needs and requests, and am able to meet changing deadlines

#### Spallation Neutron Source / Instrument and Source Division/Instrument Operations

- Enter PAS request for United States citizens and Foreign National visitors; process travel settlements; enter Controlled Business Form Reimbursement; took notes for Fact Finding events; reconcile travel expenses

#### Records Management Services

- Prepare and index records for offsite storage

#### Logistical Services Division / Transportation Management Organization

- Revise documents for Hazardous and Type 7A shipments; created packaging specification and closing instructions for new packagings to be placed in ORNL stores; complete ORNL-233 “Request for Stores Inventory Addition/Change;” order office supplies; organize file room
- Enter work orders in Facility Service Center (FSC) for vehicle service repairs and routine maintenance; answer incoming calls for Garage Manager, Transportation Manager and Taxi/Tours Services Manager; create a sign-out sheet for vehicle service pick-up; reconcile NAPA parts daily invoices with monthly statement; upload revised documents in IDMS; address comments while in review; finalize documents for lab-wide publication and distribution
- Enter truck driver’s and laborers’ daily work assignment in Facility & Operations Scheduler system; organize and label files; excessed property; process travel requests; schedule meetings and booked rooms
- Process form ORNL-19 Shipping Order, created FedEx shipping labels for outgoing packages; record meeting minutes for Critique, Fact Finding and Lessons Learned events

Familiar with ORNL systems: ABSINQ, ACTS, Employee Self Service, ePROP, EPM, Facility Service Center (FSC), GPS, LRN, OATS, Marketplace (formerly Smart Services and AVID Plus), PAS, PTS, Publications, SAP, SBMS, Software Store, TravX, UCAMS, (WPS

Central City Heating and Cooling, Kingston, TN  
Harriman, TN

October 2008 – August 2014

#### Office Manager

- Drafts proposals for sales personnel
- Schedule appointments for business owner and sales personnel
- Code and prepare time cards as well as verify requested time off for payroll processing
- Coordinate pre-employment drug screens and background screening
- Enter all service and install invoices and payments in QuickBooks accounting system
- Prepare daily deposits against accounts receivable

- Verify the accuracy of invoices; enter invoices for accounts payable
- Process checks for payment against Accounts Payable and Notes Payable maintaining a good business credit standing
- Procure all office supplies
- Process customer financing with financial institutions
- Order extended warranties with manufactures
- Register all HVAC equipment
- Process extended warranty claims
- Prepare written correspondence to vendors and customers as needed/requested using Microsoft Word
- Invoice installation and time & material work
- Update files and billing records with change orders
- Maintain Job Log, set up newly sold jobs per the company's stated procedure
- Call on accounts receivable for collection purposes
- Maintain and organize customer files ensuring accuracy
- Answer telephone and screen calls in a prompt and courteous manner
- Assist Dispatch Manager with service technician dispatch using Acowin software

Covenant Medical Management, Inc  
Kingston Family Practice, Kingston, TN  
Office Manager

March 2003 – October 2008

- Responsible for developing the practice annual budget; monitored annual budget for adherence to departmental allowances
- Process capital expenditures
- Performed annual malpractice insurance staff training
- Processed all business travel in compliance with Covenant Health Policy and Procedure
- OSHA trainer for clinical and clerical staff
- Approved all incoming invoices for payment; charged invoices to their appropriate charge code/department; processed all accounts payable; processed refund checks
- Payroll and timekeeping for staff and physicians using Kronos and QuickBooks
- Interviewed and hired potential candidates for employment; coordinate pre-employment drug screens and background screening
- Conducted annual employee review and assessment
- HIPAA Integrity/Compliance Officer
- Served as liaison between physician clinic and Covenant Medical Management, Inc.
- Successfully led the transition of the practice from a sole proprietorship to a Rural Health Clinic (Professional Corporation)
- Filed medical claims with all third-party insurance/payors
- Processed all accounts receivable, including private payments and medical insurance payments for an annual billing volume averaging \$800,000
- Presided over monthly meetings with clinic physicians as well as clinic staff meetings
- Attended monthly manager meetings at corporate headquarters
- Performed physician credentialing with insurance agencies, updated physician medical and DEA license
- Month-end financial reporting using Versyss software and Excel
- Written correspondence to insurance companies and patients regarding past due amounts and denied claims

David S. Saunders, M.D.,  
Harriman, TN 37748

January 1993 – March 2003

Assistant Office Manager / Billing Supervisor

- Responsible for all charge and payment entry with a medical insurance billing volume of \$600,000
- Entered all payments from third party payors and private payments
- Responsible for filing all electronic and paper insurance claims
- Performed insurance authorizations for all surgeries
- Performed prior authorizations for prescription medication approval with private insurance companies and TennCare
- Prepare month end reports; send month end reporting to accountant
- Medical coding using ICD9 and CPT
- Scheduled office consultations and follow-up visits
- Scheduled patient surgeries and coordinated pre-surgical registration and testing at the hospitals
- Answered multi-line telephone phone system in a timely and courteous manner
- Maintained and organized patient files ensuring accuracy

Roane State Community College  
Harriman, TN 37748

January 2002 – May 2002

Adjunct Instructor, Medical Office Procedures

- Recruited as an instructor for a required class taken by second year students enrolled in the Health Information Technology associate degree program

**Completed Training**

Finance Fundamentals	November 2019
Communication: The Art & Science of Connection	July 2019
SharePoint 2010	May 2018
Small Talk is BIG: The Impact of Casual Conversations on your Career	November 2017
Records Management Overview	September 2017
Grammar Essential and Business Writing Workshop	June 2017
Outlook 2016	September 2016
Adobe Reader DC	July 2016
PowerPoint 2016	June 2016
PivotTables and Pivot Charts in Excel 2010	October 2015
Inserting Basic Charts in Excel 2010	October 2015
Working with Diagrams in Visio 2010	October 2015
Formatting Technical Documents using Microsoft Word 2010	November 2014
Basic Radiological Worker Training and Practical Evaluation	August 2014

**Education**

A.S., Health Information Technology  
Roane State Community College, Harriman, TN 37748  
May 1990

**License**

Registered Health Information Technician  
July 1990