Carla Holt

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Professional summary

Experienced administrative professional with 20+ years supporting day-to-day operations through organization, data management, customer service, documentation, and scheduling. Managed business operations, inventory, marketing, and client relationships as a small business owner; reviewed and determined eligibility for FMLA, Workers' Compensation, and short-term disability claims; and maintained accurate accounts payable records.

Work experience

Visitor management specialist

Wellstar Health System | Marietta, GA

July 2024 to July 2026

Provided professional, customer-facing support in a fast-paced healthcare environment while managing visitor access, documentation, communication, and policy compliance.

- Managed multiple responsibilities requiring organization, accuracy, discretion, and attention to detail.
- Communicated professionally with patients, visitors, staff, and leadership.
- Maintained accurate records and completed reports in accordance with established procedures.
- Provided a consistent, service-oriented experience while navigating a high-volume environment.

Integrated Claims Examiner II

Matrix Absence Management | Hawthorne, NY

November 2009 to December 2018

- Review and determine eligibility and duration of FMLA, Workers' Compensation, and Short-Term Disability claims using policy guidelines and medical documentation.
- Communicate claim decisions to employees based on documentation received from medical providers, ensuring clear and accurate explanations.
- Apply strong analytical and decision-making skills in a fast-paced environment to evaluate claims and support timely determinations.

Accounts Payable Specialist

Wiedenbach Brown | Hawthorne, NY

May 2005 to October 2009

- Manage accounts payable processes, ensuring accurate and timely payments to vendors through organized invoice and payment processing.
- Maintain detailed financial records and reconcile discrepancies to ensure financial accuracy using thorough recordkeeping and account reconciliation skills.

Skills

Accounts Payable **Organizational management** **FMLA Claims Processing** **Claims Administration** **Communication skills** **Data entry** - Data entry experience (11–15 years) **Financial Reconciliation** **Event scheduling** **Workers' Compensation Claims**