

LAUREN PETRUNO

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EDUCATION

Bachelor of Science in Business Administration

Concentration: Human Resources

Becker College, Worcester, MA — May 2016

GPA: 3.98

PROFESSIONAL EXPERIENCE

Concord Public Schools (K–5 Elementary School), Concord, MA

Senior Administrative Assistant (12-month) | Aug 2020 – Present

- Manage daily school operations supporting 400+ students and 100+ staff, serving as a key liaison between administrators, teachers, families, and external partners
 - Oversee student enrollment and withdrawal processes, ensuring accuracy and compliance with district policies
 - Administer CORI background checks for staff and volunteers
 - Maintain and process confidential student records and documentation
 - Identify process gaps and implement improvements, increasing office efficiency by approximately 75%
 - Coordinate state-required reporting and student transfers, ensuring deadlines and compliance standards are met
 - Manage and process all purchasing and inventory
 - Provide front-office support including phone communication, visitor management, and coordination of mailings and office operations
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Private Practice (Confidential), Remote

Outpatient Billing Specialist (Part-Time) | 2020 – 2023

- Managed outpatient billing processes for a private physician practice in a remote setting
- Verified patient insurance eligibility and benefits across multiple Massachusetts insurance providers
- Submitted claims electronically and ensured accurate, timely processing

- Monitored claims through full lifecycle, achieving consistent approval and payment outcomes
 - Maintained strong follow-up practices to ensure prompt reimbursement and minimize outstanding balances
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Concord Area Special Education Collaborative, Concord, MA

Executive Assistant | Feb 2020 – May 2020 (lay-off)

- Supported HR functions including recruiting, hiring, compensation, benefits, and compliance
 - Managed employee records, onboarding processes, and CORI reporting
 - Administered systems including email accounts and ESE Security Portal
 - Prepared employment documentation including appointments, reappointments, and terminations
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Becker College, Worcester & Leicester, MA

Office Manager, Center for Career Education & Advising (CCEA) | 2016 – 2020

- Managed administrative operations across two campus locations, improving efficiency and service delivery
- Provided career advising to students and alumni on job search strategies, interviewing, and resume development
- Administered Handshake career platform for students, staff, and employers
- Recruited, hired, trained, and supervised student employees
- Led event planning and execution for career-related programming
- Developed communication protocols and streamlined administrative procedures
- Collaborated cross-functionally to achieve organizational goals and improve processes

Financial Aid Coordinator | 2015 – 2016

- Supported financial aid operations, assisting students and families with federal and state aid processes
- Provided guidance on loans, grants, scholarships, and Title IV programs
- Delivered strong customer service while managing high-volume administrative tasks

Administrative Assistant, Accelerated Programs | 2013 – 2015

- Supported leadership and advising teams, ensuring smooth daily operations

- Maintained CRM database and managed office logistics, supplies, and technology needs
 - Built strong relationships with students, faculty, and staff to support program success
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Spectrum Health Systems, Inc., Worcester, MA

Reimbursement Specialist | 2012 – 2013

- Managed billing and reimbursement processes for outpatient claims
 - Ensured compliance with Medicare, Medicaid, and commercial insurance guidelines
 - Improved revenue through strong relationships with insurance providers
 - Processed claims adjustments, appeals, refunds, and EOBs
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LifeHealth Center, Inc., Fitchburg, MA

Office Manager / Billing Specialist | 2009 – 2011

- Managed administrative and financial operations for a 500-client psychiatric practice
 - Supervised staff and coordinated office workflows
 - Handled insurance verification, authorizations, and patient communications
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TECHNICAL SKILLS

Microsoft Office Suite | Google Workspace | SharePoint | Aspen | Colleague/Datatel | Entrinsik Informer | Canvas | Starfish | TutorTrac | Handshake | Adobe InDesign & Photoshop | WordPress | IV Workflow

VOLUNTEER & COMMUNITY INVOLVEMENT

- B2HE Subcommittee Member, UMass Medical School – Work Without Limits (2018)
 - Advisor, Habitat for Humanity International Chapter (2018)
 - Co-Advisor, Alpha Delta Lambda National Chapter (2018)
 - Nursing Peer Mentor Advisor, Becker College (2019)
 - Committee Member, Foundation of the Future – Whole Scale Change Initiative (2019)
 - Group Leader, Be Like Brit Service Trip (Haiti, 2015 & 2018)
 - Volunteer, United Way Day of Caring (2016–2019)
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