





MELISSA ANDRADE

SUPPORT ADVOCATE

 Pittsburgh, Pa 15214

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KEY SKILLS

- Bilingual Spanish/English
- ECW training
- Excellent communication
- Flexible
- Quick thinker
- Adaptability
- Problem solving
- Rapid decision-making

EDUCATION

DRUG & ALCOHOL CERT.
CCAC Pittsburgh
2023- 2024

CPR AND AED CERT.
Pittsburgh, Pa
2026- 2028

SOCIAL WORK
ASSOCIATES
Enrolled
2023-2026

PROFESSIONAL EXPERIENCE

CLINICAL SUPPORT REPRESENTATIVE

ELFHC | Pittsburgh, Pa

Jan 2025 - Present

Detail-oriented Clinical Receptionist with a year of experience managing high-volume patient intake and front-office operations. Proven track record in optimizing **patient scheduling**, executing accurate **insurance verification**, and maintaining 100% **HIPAA compliance**. Skilled at coordinating between medical staff and patients to ensure seamless care delivery and a positive first impression of the practice.

- **Clinical Communication:** Notify the back-office clinical staff (nurses/MAs) of patient arrival to minimize wait times
- **Payment Collection:** Collect co-payments, deductibles, or outstanding balances at the time of service
- **Forms Management:** Provide and assist patients with required intake forms, HIPAA privacy notices, and consent-to-treat documents.

DIRECT SUPPORT PROFESSIONAL

PA Connecting Communities/ Carnegie, Pa

November 2023 - Dec 2025

A Direct Support Specialist—often referred to as a **Direct Support Professional (DSP)**—is a skilled worker who provides essential, person-centered support to individuals with physical, intellectual, or developmental disabilities. Unlike traditional caregivers who may focus solely on basic care, a Direct Support Specialist emphasizes **empowerment and independence**, teaching clients the skills necessary to lead self-directed lives and integrate into their communities.

- **Clinical & Regulatory Documentation:** Maintaining precise, confidential records of client progress, behavioral observations, and medical monitoring to ensure compliance with healthcare standards and individualized care goals.
- **Community Integration:** Facilitating social and recreational participation by accompanying individuals to community events, job sites, and appointments, often providing the necessary transportation.

. DRUG AND ALCOHOL COUNSLER

Step by Step/ Pittsburgh, Pa

Jan 2023 -November 2023

A **Drug and Alcohol Counselor** provide vital therapeutic support to individuals battling substance use disorders, utilizing clinical expertise to guide them toward long-term recovery. Key duties include conducting comprehensive **biopsychosocial assessments**, developing individualized **treatment plans** with measurable goals, and facilitating both **individual and group therapy** sessions. Counselors are also responsible for **crisis intervention**, relapse prevention planning, and coordinating care with multidisciplinary teams, including physicians and social workers, to ensure a holistic approach to patient wellness.

- **Clinical Assessment & Planning:** Conducted comprehensive biopsychosocial assessments to develop and implement **individualized treatment plans** tailored to unique recovery goals
- **Care Coordination & Documentation:** Managed detailed, **HIPAA-compliant** case files and collaborated with multidisciplinary teams to