

JaKayla Blakey

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EDUCATION

Old Dominion University, Norfolk, VA

Bachelor's of Health Sciences

December 2025

Major: Heath Services Administration

Minors: Management and Substance Abuse Prevention

GPA: 3.13

Dean's List: Spring 2022 and Fall 2022

INTERNSHIP

Richmond Behavioral Health Authority

August 2025 – Present

Administrative Coordinator Intern

- Conduct Medicaid eligibility checks and assist with patient coverage verification
- Support the development and design of informational brochures
- Communicate with insurance companies to clarify coverage, obtain authorizations, and resolve issues
- Assist in organizing and maintaining patient records and administrative files
- Provide general office support, including answering phones, scheduling, and handling correspondence

RELATED EXPERIENCE

Richmond Behavioral Health Authority

October 2024 – Present

Office Associate II

- Updates clients' files, database records, and various tracking documents
- Collects and compiles statistical data to prepare monthly reports
- Create and compile multiple invoices; verify the accuracy of invoices; review and submit reimbursement and refund requests
- Maintains a contact list of all staff
- Review and contact potential candidates' resumes for interviews

ADDITIONAL EXPERIENCE

Richmond Spine and Pain Center; Richmond, VA; **Front Desk/Medical Assistant**

April 2024 – July 2024

- Greeted patients while checking them in efficiently
- Completed patient intakes
- Scanned and faxed patient records and orders

Help Me Help You Foundation; Richmond, VA; **Intake Coordinator/Office Manager**

May 2023 – April 2024

- Scheduled and completed participant intakes and workshops
- Maintained participant database and individual files
- Greeted and contacted potential participants for services

Old Dominion University; Norfolk, VA; **Office Assistant**

October 2021 – May 2023

- Answered phone calls and greeted visitors
- Made sure all areas were cleaned and organized
- Directed individuals to meetings with the Dean

SKILLS

- Computer skills
- Customer service
- Communication skills
- Time management
- Office management
- Organizational skills