

Francis Lopez



Francis is a Spanish bilingual professional with robust organizational leadership and administrative skills. Known for exceptional people skills, she is a valuable team asset. Her key strengths include leadership, problem-solving, attention to detail, and high proficiency with computers.

Professional Experience

Aurora Regional Chamber - Aurora, IL **May 2024 - Present**
Member Engagement & Marketing Specialist

Develop and implement strategies to enhance member attraction, engagement, and retention, overseeing programs, events, and networking while serving as the main liaison for member needs. Build and maintain relationships with current and potential members, ensuring high satisfaction and participation. Collaborate with the CEO on growth strategies and keep members updated on events and benefits. Support marketing efforts, in collaboration with Communications Director, by creating materials and managing social media and fostering media and community partnerships. Ensure effective post-event communications with attendees, sponsors, and partners.

Advocate Medical Group, Business Office - Aurora, IL **March 2020 - May 2024**
Reimbursement Specialist

Processed work queues, appealed claims, responded to insurance correspondence, and resubmitted unresolved claims. Managed payments, adjustments, and appeal documents while updating insurance information and maintaining aging targets.

Advocate Medical Group, Obstetrics and Gynecology - Lombard, IL **February 2017 - March 2020**
Patient Service Representative

As a Patient Service Representative at Advocate Medical Group, I converted paper charts to electronic records, managed office transactions, processed invoices, ensured AOS compliance, verified insurance, handled pre-authorizations, managed referrals, assisted with patient intake, scheduled appointments, answered inquiries, and maintained office supplies.

Women Entrepreneurs Secrets of Success – Aurora, IL **January 2019 – Present**
Event Planner

Plan and oversee events, ensuring seamless execution of all details. Develop concepts and themes in collaboration with clients, manage vendor relations, negotiate contracts, and supervise installations.

Planned By Francis – Aurora, IL **May 2018 - Present**
Event Planner / Owner

When you want to create a memorable event, it takes a strong plan and some careful attention to detail. My event planning service ensures that you get exactly the event you want. I help you plan any kind of event from dinner parties, to baby showers and anniversary parties to weddings. Creating an experience that reflects your style and personality is my number one priority.

Grothman Clinic of Chiropractic, P.C. - Aurora, IL

May 2008 – February 2017

Clinic Administrator

I managed the clinic's daily functions, assisted the clinic director, organized weekly staff meetings with new procedures, created a training center, updated job positions, hired and trained new staff, and attended seminars to stay current on training.

New Patient Assistant

May 2008 – January 2017

Conducted patient consultations and physical exams, prepared reports and treatment plans, assisted with diagnoses, promoted health education, and organized internal marketing events using Facebook, flyers, and mailings.

Community Outreach Director

October 2014 - February 2017

Conducted patient consultations and exams, prepared treatment plans and reports, assisted with diagnoses, promoted health education, and organized marketing events through various channels.

Front Desk Assistant

May 2008 - December 2016

Greeted patients, answered calls, scheduled appointments and follow-ups, collected outstanding balances, and managed office supplies.

Chiropractor Assistant

May 2008 - July 2009

As a Chiropractic Assistant, I handled patient filing, billing, and insurance verification, ensured timely patient flow, assisted in exams, explained treatments, authorized refills, maintained patient notes, and kept exam rooms stocked and clean.

Education

Waubensee Community College, Aurora, IL

Associate's Degree in Biology, May 2016

Lovegevity University

Certification in Wedding & Event Planning, May 2018

Language: Spanish Fluency - Expert

Technical Skills: Chamber Master, EZ Biz Software, IDX Software, Clinic Care Software, EPIC Software, Workday