

# JESSICA CLAIRE

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## SUMMARY

Patient and customer-focused Patient Advocate Supervisor equipped with administrative and customer service expertise. Helps keep healthcare services proceeding smoothly by coordinating communications, referrals and policy enforcement. Talented in finding balanced solutions and resolving conflicts.

I am a hardworking and reliable Patient Advocate with strong ability in customer service and communication. Offering, passionate confidential care for patients. Highly organized, proactive and punctual with team-oriented mentality. Seasoned Patient Advocate successful at resolving conflicts, managing multiple simultaneous responsibilities and building strong relationships.

## SKILLS

- Customer Service
- Staff assessments
- Multitasking
- Organizational skills
- Decision-making
- Proactive problem solving
- Personable nature
- Sterilization procedures
- Microsoft Office
- Loss prevention
- Ordering and stocking
- Cash register operation
- Customer assistance
- Cash counting machine operations
- Cash drawer balancing
- Security monitoring
- ID verification
- Credit and cash transactions
- Training and mentoring
- Problem-solving skills
- Quality assurance and control
- Effective communication skills
- Pharmacy operations
- Troubleshooting malfunctioning equipment
- Understanding of drugs
- Great counting abilities
- Verifying orders
- Stocking shelves

## EXPERIENCE

### Patient Advocate Supervisor, 05/2017 - Current

#### Hospitality Health ER – City, STATE

- Provided knowledgeable and compassionate service in response to patient questions and concerns.
- Liaised with staff from diverse hospital departments to bring about effective resolutions to range of issues.
- Acted as liaison for hospital staff, physicians, patients and family members.
- Addressed patients' complaints-head on, investigated concerns and worked with medical staff to devise solutions.
- Received patient inquiries or complaints and directed to appropriate medical staff members.
- Trained facility volunteers on guest relations procedures and patients' rights.
- Helped patients obtain health care services by setting up referrals.
- Helped patients understand care, coverage and payment responsibilities and rights.
- Established positive rapport with customers, managers and customer service team members to maintain positive and successful work environment.
- Maintained knowledge of company products and services to promptly resolve complaints and concerns.
- Created training manuals targeted at resolving simple and difficult customer issues.
- Enhanced customer service procedures and policies to improve support structures company-wide and boost customer satisfaction.
- Prepared work schedules based on staff availability and forecasted demands to optimize personnel coverage.
- Organized shift assignments to meet expected coverage demands by factoring in typical loads and upcoming changes.
- Evaluated employee job performance and motivated staff to improve productivity.
- Delivered continuous training to associates to maximize performance and customer relations skills.
- Interviewed, hired and trained new quality-focused customer service representatives.

### Pharmacy Clerk/Pharmacy Technician Trainee, 05/2014 - 08/2017

#### Brookshires Pharmacy – City, STATE

- Maintained clean and organized pharmacy shelving and work areas.
- Managed inventories, rotated stock, removed expired or damaged drug products.
- Efficiently processed cash register transactions for new and refilled prescription orders.
- Created new customer profiles and updated demographics, allergies and new medications in pharmacy computer systems.
- Filled and processed prescriptions, delivering prompt and efficient patient care.
- Adhered to regulatory guidelines for workplace safety and customer confidentiality.
- Received and verified daily incoming drug inventories, reported discrepancies and logged items into inventory system.
- Assisted patients in finding over-the-counter solutions to aid minor health issues.
- Compiled customer demographic, allergy and medical history background.
- Reduced errors by hand-counting controlled medications, measuring liquids.
- Prepared medication labels with item name and quantity.
- Answered customer questions about prescribed and OTC medications.
- Supported pharmacist in preparing daily prescriptions.
- Processed pharmacy payments by ringing up customers on cash register and handling cash and credit transactions.
- Managed and received inventory by checking deliveries, counting stock, monitoring medication expiration dates and placing orders.
- Provided filled prescriptions to customers, included medication information sheets and coordinated consults.

### Cashier/Pricing Specialist, 03/2011 - 04/2014

#### Super One Foods – City, STATE

- Operated cash register, collected payments and provided accurate change.
- Completed daily recovery tasks to keep areas clean and neat for maximum productivity.
- Wiped down counters and conveyor belt to remove debris and maintain cleanliness.
- Helped customers find specific products, answered questions and offered product advice.
- Worked closely with front-end staff to assist customers.
- Processed sales transactions to prevent long customer wait times.
- Accepted cash and credit card payments, issued receipts and provided change.
- Trained new team members in cash register operation, stock procedures and customer services.
- Wrapped items and bagged purchases properly to prevent merchandise breakage.
- Helped with purchases, locating items and signing up for rewards programs.
- Maximized sales potential by preparing, storing, rotating and merchandising products at point-of-sale.
- Inspected items for damage and obtained replacements for customers.
- Verified customer identification for alcohol or tobacco purchases.
- Resolved customer complaints and escalated worsening concerns for remediation.
- Maintained professional store appearance by inspecting checkout areas and directing team members in cleaning, trash removal and other actions.
- Managed client marketing strategies and product promotion campaigns.
- Gathered competitor data, analyzing pricing, product sales and marketing strategies.
- Worked effectively in cross-functional, fast-paced environment to complete tasks.
- Drafted reports and presentations to illustrate research findings.
- Assessed consumer needs and buying habits to identify potential markets and product demand variables.

## EDUCATION AND TRAINING

06/2013

#### Chapel Hill High School - Mount Pleasant, TX

### Associate of Applied Science: 05/2016

#### Tyler Junior College - Tyler, TX

## ACCOMPLISHMENTS



- Recognized by patients, family and staff as a positive and effective resource for all facility patients.
- Recognized as Employee of the year 2017, 2018, & 2019 for outstanding performance and team contributions.
- Led team to achieve better standards of care, earning recognition from upper management and financial reward.
- Consistently maintained high customer satisfaction ratings.
- Promoted from Patient Advocate to Patient Advocate Supervisor, in less than 12-months.

## CERTIFICATIONS

- Certified First Aid and CPR- 2016- current