

JESSICA CLAIRE

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 (555) 432-1000

 100 Montgomery St.
10th Floor

SKILLS

- Building Customer Trust and Loyalty
- De-escalation Techniques
- Customer Data Confidentiality
- Creative Problem Solving
- Critical Thinking
- Aseptic Techniques
- Word Processing
- Blood and Urine Analysis
- Test Routing Software
- Spreadsheet Data Tracking
- Coagulation and Hematology Analyzers
- Blood and Tissue Sample Collection
- Experimental Procedures
- Automated Laboratory Testing
- Blood Counts
- Butterfly Needles
- Medical Terminology
- Needs Assessment
- Data Analysis and Documentation
- Glucose Monitors and Meters
- Problem Solving
- Vital Signs Collection
- Responsible
- Good telephone etiquette
- Computer skills
- Reading comprehension
- Verbal and written communication
- Troubleshooting
- Analytical skills
- Flexible & Adaptable
- Collaboration

EDUCATION

Navarro College

Corsicana, TX • 12/2021

Associate of Science: General Studies

Blooming Grove High School

Blooming Grove, TX • 05/2005

High School Diploma

PROFESSIONAL SUMMARY

Over 5 years experienced Customer Care Representative accustomed to working independently and collaboratively in direct response to customer care, patient care and support requirements. Strong ability to communicate and maintain accurate records. Over 10 years Service-focused Healthcare professional offering excellent patient-care and charting skills: strong knowledge in medical terminology. Decisive problem solver with an enthusiastic attitude and desire to please consumers. I am very punctual. I have a strong desire to learn on a daily basis. I realize a lack of experience can be a challenge in many cases, but I also see it as an opportunity to learn more and to prove my worth.

WORK HISTORY

Rcn Telecom Services - Customer Care Advocate

Roseville, CA • 02/2021 - Current

- Responded to customer questions and complaints and documented concerns regarding Short Term Disability.
- Responded to questions and followed up on customer interactions.
- Completed more than 50 calls per day by following scripts and maintaining good call control.
- Communicated with customers via phone, email, and chat and helped customers to navigate the company's website to set register account to check status of Short Term Disability, upload documents and etc.
- Demonstrated in-depth knowledge and understanding of Short Term Disability status.
- Continuously met or exceeded daily service quality and performance scores.
- Engaged with customers to understand and resolve issues and answer questions In regards to Short Term Disability.
- Recorded and relayed accurate messages.
- Completed all duties related to opening and closing switchboard.
- Triageed, connected, and transferred calls to required extensions.
- Answered incoming calls and connected callers with correct extension.
- Carefully listened to the requests of each customer and answer questions.
- Completed all assigned tasks prior to shift end.
- Utilized multiple systems in one setting(up to 5 different windows open at a time).

Banner Health - Certified Clinical Hemodialysis Technician

Tucson, AZ • 03/2014 - 02/2021

Prepared specimens for analysis and established proper chronological priorities in testing. Carefully reviewed test results for accuracy.

Properly calibrated and adjusted malfunctioning equipment to ensure precise test results.

Maintained a clean, healthy and safe environment.

Monitored patients' response to dialysis therapy and reported any unusual findings to nurse supervisor. Directed guests and routed deliveries and courier services.

Answered and managed incoming and outgoing calls while recording accurate messages.

Greeted numerous visitors, including VIPs, vendors and interview candidates.

Documented patient information obtained from interviews.

Instructed patients and family members on proper discharge care.

Entered patient, procedure and equipment into computer system.

Recorded patients' medical history, vital statistics and test results in medical records.

Accurately documented all elements of nursing assessment, treatments, medications, discharge instructions, and follow-up care.

Created standard operating procedures.

Coordinated work between multiple departments.

Hopkins Manufacturing Corp. - Customer Service Representative

Edgerton, KS • 09/2012 - 03/2014

Addressed and resolved customer product complaints empathetically and professionally.

Gathered and verified all required customer information for tracking purposes.

Accurately documented, researched and resolved customer service issues.Acted professionally and patiently when addressing negative customer feedback.Effectively managed a high-volume of inbound and outbound customer calls.Calculated quotes and educated potential clients on insurance options.Recipient of multiple positive reviews acknowledging dedication to excellent customer service.Managed wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently.Asked open-ended questions to assess customer needs.

- Managed inbound and outbound calls to respond to inquiries and resolve concerns.
- Documented detailed notes in CRM system to track customer interactions.
- Assisted members by coordinating responses involving multiple departments and personnel.
- Responded to questions and followed up on customer interactions.
- Exceeded requirements in providing products and services to customers at all times.
- Answered inbound calls to greet and assist customers with various needs and questions.
- Directed individuals on usage and benefits of self-service tools.
- Monitors and resolved any issues in timely manner.
- Utilized multiple systems to help customers.

Valley Health - Certified Nursing Assistant

Strasburg, VA • 02/2008 - 12/2011

Supported diagnostic procedures, assisted with technical nursing treatments and entered information in patient records and charts.Documented patient information obtained, reported to RN and LVN.Responsible for primary care, and daily living needs of patient.Questioned patients about physical and emotional health, lifestyles.

- Responded immediately to calls from patients for assistance or treatment and alerted medical staff to emergency situations.
- Monitored patient condition by recording vitals including blood pressure, respiration rates, and body temperature.
- Supported patients with daily activities and attending to personal hygiene, transporting patients, and assisting them in walking and exercising.
- Monitored intake of food and medication and alerted staff to deterioration in patient conditions.
- Exercised patients with limited or no mobility, including individuals with partial or total paralysis.