

JESSICA CLAIRE

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WEBSITE, PORTFOLIO, PROFILES

- <https://www.etsy.com/shop/HadalynJDesigns>
- <https://www.beautycounter.com/JessicaClaire>

PROFESSIONAL SUMMARY

Knowledgeable and dedicated customer service professional with extensive experience in the healthcare and retail industries. Solid team player with positive demeanor and proven skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Specialize in quality, speed and process optimization. Articulate and results-oriented with exemplary passion for developing relationships, cultivating partnerships and growing businesses.

ACCOMPLISHMENTS

Small business owner of HadalynJ Designs

Mom to 4 amazing kids

SKILLS

- Reading Comprehension
- Client Satisfaction
- HIPAA Regulations
- Accounts Payable and Accounts Receivable
- Administrative Duties
- Operational Requirements
- Office Meetings
- Call Transfers
- Patient Registration
- Clerical Support
- Customer Communication

WORK HISTORY

Consultant, 07/2021 - Current

Hillard Heintze – Los Angeles, CA

- Passionate about getting clean, chemical free skin care and cosmetics into hands of as many people as possible.
- Providing knowledge about harmful ingredients from larger brands of skin care and cosmetics and what to look for on labels.
- Fostered friendly, warm and exceptional customer experience.
- Recommended retail products for at-home use.
- Met sales goals by building customer relations and recruiting new customers, increasing likelihood of repeat business.
- Client base of 7 and yearly sales totaling upwards of \$4k.

Registrar, 05/2009 - 06/2011

Basis.Ed – Austin, TX

- Organized, reviewed and filed paperwork for secure recordkeeping.
- Verified paperwork accuracy and checked for completion prior to processing.
- Greeted every guest with personable approach and provided knowledgeable service.
- Updated computer system with latest information to keep records current and accurate.
- Followed detailed directions from management to complete daily paperwork and computer data entry.
- Answered and managed incoming and outgoing calls while recording accurate messages for distribution to office staff.
- Increased customer service success rates by quickly resolving issues.
- Volunteered to help with special projects of varying degrees of complexity.
- Maintained clean reception area to promote positive, professional environment for clients.
- Facilitated timely check-in by greeting visitors and establishing purpose of visits.
- Accurately inputted patient and insurance information into company's computer system using NextGen.
- Coordinated with nursing staff to process and direct patients to appropriate departments
- Collected and processed co-payments and out-of-pocket charges using NextGen.
- Verified important patient information such as DOB, insurance providers and demographics for entry into patient management system.
- Used Cerner and NextGen to schedule and manage patient appointments.
- Answered telephone calls to offer office information, answer questions and direct calls to staff.
- Set up patients in system by documenting key data, confirming eligibility and verifying insurance benefits.
- Imaged and scanned patient and registration documentation into electronic patient record via NextGen.
- Scheduled patient appointments in respective doctors' calendars and followed up with reminder phone calls.
- Carried out front office duties utilizing data entry skills in framework of medical database.
- Answered phone calls and messages for 13+ physicians in office (pulmonary) medical facility, scheduling appointments and handling patient inquiries.

Lead Decorator, 11/2004 - 05/2009

Publix Super Market – City, STATE

- Handled phone calls regarding inquiries, cancelled orders and ordering conflicts.
- Verified accuracy of orders while meeting strict deadlines on producing completed products.
- Kept work area safe and sanitized by washing utensils, tools and countertops.
- Maintained sanitary food prep station by following established safety procedures and sanitizing instructions.
- Designed specialty cakes for weddings, birthdays and graduations.
- Prepared special creams and frostings for cakes and other dessert specialties.
- Precisely arranged display cases throughout workday to highlight finished products.
- Used variety of baking and decorating tools such as mixers, carving tools and confectionery products.
- Decorated dessert pastries and cakes quickly and precisely by organizing and prioritizing each task.
- Disposed of damaged and expired goods to uphold safety standards and provide fresh products.
- Managed material inventory and ordered new materials when needed.
- Decorated fondant and soft-frosted style cakes daily.
- Accurately packaged and priced each product according to Publix's pricing procedures.
- Followed daily opening and closing procedures of brick and mortar bakery location.
- Weighed, boxed and wrapped bakery products.
- Recorded and maintained accurate supplies lists for clients' projects.
- Provided exemplary customer service to at least 100 or more patrons daily in high-volume shopping center location.

EDUCATION

No Degree: General Education

Kennesaw State University - Kennesaw, GA

Attended one full year of general education classes and decided that going in to the working field was a better option for me at the time.

High School Diploma: 05/2001

Harrison High School - Kennesaw, GA

AFFILIATIONS