

Jessica Claire

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SUMMARY	Organized and motivated employee eager to apply time management and organizational skills in various environments. Seeking entry-level opportunities to expand skills while facilitating company growth.						
SKILLS	<ul style="list-style-type: none">Interdisciplinary teamworkPatient relationship managementQuality improvements.Document management						
EXPERIENCE	<p>ADVOCATE 01/2021 to CURRENT</p> <p>Great Circle Springfield, MO</p> <ul style="list-style-type: none">Completed reports, paperwork and documentation accurately and on time.Identified appropriate community resources and provided referrals for services.Identified appropriate community resources and provided clients with referrals.Built knowledge of resources available to victims, either through private groups, publicly sponsored programs or community resources.Responded to hotline calls, offering assistance and support information after assessing needs.Transported clients to appointments and court hearings, delivering compassionate, continued support in difficult situations.Built trust and rapport with victims of violent crimes by remaining calm and compassionate in variety of situations.Developed plans to meet needs of families concerning education and skills. <p>FRONT DESK AGENT 02/2018 to CURRENT</p> <p>Sage Hospitality Resources, Llp Alexandria, VA</p> <ul style="list-style-type: none">Welcomed patrons to front desk and engaged in friendly conversations while conducting check-in process.Greeted incoming guests warmly, issued room keys and shared information on policies and amenities.Posted charges, updated accounts and issued bills to departing guests.Handled payment processing and provided customers with receipts and proper bills and change.Completed end-of-day reporting and balanced registers to maintain financial accuracy.Received incoming calls and coordinated with hotel staff to fulfill requests and resolve issues.Responded to inquiries and room requests made online, by phone or email.Balanced accounts and conducted nightly audits to keep bookkeeping current.Input customer data into reservation software and made immediate updates to reflect room changes. <p>REGISTRATION CLERK 06/2019 to 11/2021</p> <p>Clarion Hospital Clarion, PA</p> <ul style="list-style-type: none">Welcomed patients to facility and assisted with registration sign-in process.Responded to incoming department phone calls and directed callers to appropriate team members based on need.Processed cash, debit and credit card payments for services rendered and printed receipts detailing services.Explained forms and documents to patients, guardians and family members, distributing copies and confirming comprehension.Registered patients for outpatient procedures and emergency services.Asked various questions from clients to obtain the information necessary for paperwork.Carefully checked insurance information for benefits coverage and input pre-authorization documents into system.Maintained HIPAA compliance and integrity of hospital policies and procedures.Adhered to HIPAA guidelines and maintained integrity of hospital policies and procedures.Worked with nurses and other clinic staff to process patients and direct to appropriate departments.Collaborated with nurses and other personnel to process patient paperwork and direct to appropriate departments. <p>LABORATORY TECHNICIAN 07/2017 to 06/2019</p> <p>Iconma, L.L.C. VA, State</p> <ul style="list-style-type: none">Collected, labeled and stored lab samples according to laboratory specifications.Supervised cleaning and maintenance of laboratory equipment to prevent errors and breakdowns.Prepared test samples and obtained and recorded test data in accordance with standards.Communicated with outside parties and laboratory management regarding test results.Completed lab tests and communicated results to supervising staff.Maintained, calibrated and troubleshoot pH probes, EC meters, balances, automatic pipettes and diluters. <p>INTERNSHIP STUDENT 06/2016 to 12/2016</p> <p>Intel Corp. Allentown, PA</p> <ul style="list-style-type: none">Shadowed staff and learned advanced work.Completed thorough research into different topics and prepared reports detailing information obtained and relevant insights.Kept up with busy schedule of work and studies to maintain class standing and internship eligibility.Supported projects by keeping files organized, sharing communications and preparing spaces for meetings.Helped staff members with writing correspondence, restocking supplies and other administrative needs.Demonstrated enthusiasm and strong communication skill, remaining open to learning new things every day.Adhered to strict security protocols to protect data confidentiality. <p>ADMINISTRATIVE ASSISTANT 09/2003 to 09/2005</p> <p>Food And Drug Administration City, STATE</p> <ul style="list-style-type: none">Organized and maintained filing and document management systems by coordinating, archiving and purging files.Handled management of communication to executives by taking and making telephone calls, reviewing and prioritizing mail and composing and typing correspondence.Updated details in company database by keying in customer contacts and delivery dates.Maintained inventory in supply closet to prevent shortages.Directed customer communication to appropriate department personnel.Monitored attendance records by taking note of staff vacation time, sick days and personal days.Arranged travel and hotel accommodations for international and domestic business meetings and trips.Developed administrative processes to achieve organizational objectives and improve office efficiency. <tr><td>EDUCATION AND TRAINING</td><td><p>Bachelor of Science Public Health 12/2020</p><p>New Mexico State University, Las Cruces, NM</p><p>Associate of Applied Science Public Health 06/2018</p><p>New Mexico State University - Dona Ana Community College, Las Cruces, NM</p><p>Associate of Arts Secretarial Studies And Office Administration 06/2002</p><p>Kumasi Technical University, Kumasi -Ghana</p><p>High School Diploma 06/1993</p><p>Agogo State High, Agogo - Ghana</p></td></tr> <tr><td>LANGUAGES</td><td>English: Negotiated: Twi: Negotiated:</td></tr> <tr><td>TRAINING</td><td><ul style="list-style-type: none">Health Insurance Portability and Accountability Act (HIPAA) Training - 2021Vendor Risk Management Training - Training - 2021NIST Risk Management Frame Work - FISMA Training -2021</td></tr>	EDUCATION AND TRAINING	<p>Bachelor of Science Public Health 12/2020</p> <p>New Mexico State University, Las Cruces, NM</p> <p>Associate of Applied Science Public Health 06/2018</p> <p>New Mexico State University - Dona Ana Community College, Las Cruces, NM</p> <p>Associate of Arts Secretarial Studies And Office Administration 06/2002</p> <p>Kumasi Technical University, Kumasi -Ghana</p> <p>High School Diploma 06/1993</p> <p>Agogo State High, Agogo - Ghana</p>	LANGUAGES	English: Negotiated: Twi: Negotiated:	TRAINING	<ul style="list-style-type: none">Health Insurance Portability and Accountability Act (HIPAA) Training - 2021Vendor Risk Management Training - Training - 2021NIST Risk Management Frame Work - FISMA Training -2021
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