

# JESSICA CLAIRE

100 Montgomery St. 10th Floor • (555) 432-1000 • resumesample@example.com

## Professional Summary

Skilled Aviation Medical Technician Corpsman with superior work ethic and sense of responsibility. Offering 6-year background in aviation administration and assisting with physical examinations and assessments. Adept at providing care to over 200 individuals on weekly basis. Knowledgeable of administrative procedures, assisting over 10 medical specialists in reviewing waivers and physical examinations with direction from The Bureau of Medicine and Surgery.

## Skills

- Medical records maintenance
- Healthcare delivery systems
- Patient care
- Medication Administration
- Good listening skills
- Analytical skills
- Team building
- Flexible & Adaptable
- Clerical

## Work History

### Aviation Medical Technician Corpsman, 11/2016 to Current

#### Aids Healthcare Foundation – Jamaica, NY

- Reviewed and qualified over 3,700 aviation physicals.
- Worked in a GS-7 position scheduling and processing Foreign National Training Officers around the world.
- Provided emergency medical care and conducted physical exams and interviews to gain medical history and relevant health data.
- Administered medical care for range of conditions and basic health concerns.
- Maintained operational organization by ensuring equipment functionality, inventory levels and employee medical training.
- Kept up with continuing education requirements to maintain certification.
- Followed decontamination and mandatory reporting procedures when dealing with infectious individuals.
- Learned new techniques to better serve patients' needs.
- Processed and took x-rays and operated x-ray equipment.
- Maintained treatment records and reports and cared for over 1,500 injured and sick individuals per week.
- Assisted 1,000 Marines in returning to full duty, cutting downtime and expenses.
- Documented patient medical information, case histories and insurance details to facilitate smooth appointments and payment processing.
- Scheduled patient appointments and placed reminder calls to deliver exceptional customer experience.
- Called patients to confirm scheduled appointments day in advance.
- Managed master calendar and scheduled appointments for providers based on optimal patient loads and clinician availability.
- Facilitated organized record retrieval and access by maintaining filing system for both in-house and discharged residents.
- Carried out front office duties utilizing data entry skills in framework of medical database.
- Prepared and maintained accurate digital health records for patients.
- Supported office staff and operational requirements with administrative tasks.
- Located, checked in and pulled medical records for patient appointments and incomplete charts.
- Organized patient files and streamlined operations to improve efficiency.

#### + Edit or add your own

- Enhanced office productivity by handling high volume of callers per day.

### Gym Manager, 05/2016 to 11/2016

#### City Of Boynton Beach FL – Boynton Beach, FL

- Developed sales strategies and coached 5 staff members on selling tactics to maintain high percentage of membership enrollments.
- Generated leads through sales promotions and word-of-mouth.
- Trained 5 employees on general procedures, gym rules and duties.
- Reviewed stock counts and ordered items to control inventory.
- Interviewed and hired 3 gym staff for various roles.
- Set and managed employee work schedules for coverage in assigned areas.
- Implemented effective social media strategies facilitate new business and promote patronage in existing customers.
- Fostered positive working environment for all employees by encouraging staff members to voice opinions and concerns without fear of reprisal.
- Demonstrated strong knowledge of all fitness equipment and explained to customers how to properly use each machine.
- Responded promptly to customer issues and resolved problems through effective communication and decision making skills.

#### + Edit or add your own

- Trained newly hired employees, offering insight into job duties and providing positive feedback on work.
- Directed strategic workforce planning, performance management, and benefits administration.
- Supervised creation of exciting merchandise displays to catch attention of store customers.
- Trained and guided team members to maintain high productivity and performance metrics.
- Implemented innovative programs to increase employee loyalty and reduce turnover.
- Tracked employee attendance and punctuality, addressing repeat problems quickly to prevent long-term habits.
- Drafted invoices for completed work.
- Monitored daily cash discrepancies, inventory shrinkage and drive-off.
- Updated and resolved incidents and managed accessorial charges objectively while maximizing profit.
- Developed and implemented high-quality work environment as measured through employee satisfaction ratings.

### Library Page, 09/2014 to 05/2016

#### Tipton County Public Library – City, STATE

- Maintained circulation desk for lending periodicals and books to over 350 patrons.
- Educated over 350 patrons on use of reference sources, card catalogs and automated information systems.
- Handled check-in and check-out process of library books and materials at circulation desk.
- Collected and processed fines on overdue library materials.
- Entered new transactions and updated records of library users.
- Maintained secure environment by monitoring visitors at front desk.
- Mentored library volunteers and coordinated work assignments.
- Answered questions from patrons and helped to find desired materials.
- Created fliers to inform visitors and patrons of book clubs, meetings and special programs.
- Placed books on proper shelves when returned to circulation.
- Organized summer reading program for local school children.
- Answered patron questions in-person or by phone regarding library services and resources.
- Gained strong understanding of various methods for cataloging books and other materials.
- Helped children select appropriate reading level library books.
- Stayed up-to-date on library policies and procedures to smoothly enforce standards.
- Safeguarded library book and periodical inventory.
- Mitigated librarian workload by independently managing basic patron requests and locating materials.
- Showed patrons where to find library resources and collected equipment, reference pieces and other items.
- Located desired customer items through interlibrary loan system and coordinated deliveries.
- Kept library shelves and printed materials well-stocked and organized according to established system.
- Maintained and updated patron records in library system database.
- Catalogued and sorted books and library materials.

## Education

### General Education

#### National University - La Jolla, CA

### Bachelor of Arts: Psychology, 01/2023

#### American Public University System - Charles Town, WV

## Certifications

- Certified Basic Life Support Instructor, American Red Cross - 04/2018 to current.