

# JESSICA CLAIRE

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## Professional Summary

Dedicated biology/physiology master's student seeking the medical record technician position at Howard University Hospital offering excellence in data entry skills, medical record keeping, customer service, and medical terminology concepts. Possesses other work experience skills including outpatient care and filing patient history. Hard-working and resourceful with excellent organizational skills, combined with the ability to prioritize substantial workload within a fast-paced environment.

## Skills

- Patient Records
- Data entry
- Customer service
- Work well independently
- Medical Terminology Understanding
- Emr / Ehr
- Telephone Calls
- Medical Office Administration
- Written And Verbal Communication
- Clerical Work
- Medical Records
- Transcribing

## Work History

### Health Database/Researcher, 01/2017 to Current

#### Davis Joint Unified School District – Davis, CA

- Communicates with end-users, team members, and managed projects.
- Writes research reports regarding various COVID 19 testing techniques.
- Gathers and organizes information for research purposes.
- Verifies data information prior to entry to maintain high data accuracy.
- Verifies accuracy of data before transcribing.
- Locates and corrects data entry errors and reported to management.
- Completes data entry tasks with accuracy and efficiency.
- Organizes, sorts, and checks inputted data and charts against original documents.
- Compiles information to organize into Excel database.
- Reduces data errors by 95% through quality control.
- Attended project meetings and transcribed meeting minutes, topics of interest and project statuses.

### Kiosk Worker, 12/2020 to 12/2020

#### Parkway Place Mall – City, STATE

- Used electronic register system to ring up customer purchases, process payments and issue receipts.
- Operated cash register, collected payments and provided accurate change.
- Helped average of between 15-20 customers per day by responding to inquiries and locating products.
- Assisted customers by finding items quickly, boosting satisfaction rate by 85-90%.
- Verified over \$100 or more of cash and credit payments daily.
- Handled customer complaints and concerns promptly, escalating complex issues to direct supervisor for quick resolution
- Greeted customers and responded to informational requests

### Medical Volunteer, 09/2020 to 11/2020

#### Alabama A&M University Student Health Center – City, STATE

- Assisted physicians with daily laboratory duties and maintenance of clinic office supplies.
- Obtained vital signs and collected biological samples to assist with diagnostic testing and ongoing assessments.
- Promoted patient comfort by quickly responding to calls and handling diverse needs
- Operated and cleaned laboratory instruments.
- Ensured that medical/administrative data remained accurate by 95%.
- Pulled patient records and transferred information to appropriate parties.
- Logged all requests for medical records into spreadsheets.
- Assisted in microscopic slide preparation/viewing for further investigation.
- Assisted with sorting specimen samples and travel to specific departments to deliver medical information.
- Labeled specimens for sorting purposes.
- Cooperated with medical staff to ensure that medical supplies were restocked for weeks ahead and prepared treatment packages.
- Organized, filed, and inputted laboratory data efficiently.
- Educated patients on health issues regarding infections on campus settings and how to avoid them.
- Sorted specimen materials and filed according to guidelines.
- Input data into computer/support systems.
- Adhered to all facility, company, and legal guidelines.
- Carried out day-day-duty accurately and efficiently.
- Performed duties in accordance with all applicable standards, policies, and regulatory guidelines.
- Used Microsoft Word and other software tools to create documents and other communications to send to local hospital facilities.
- Limited discrepancies by accurately handling, storing, transporting and submitting all urinalysis and blood samples.
- Collected and labeled urine and blood specimens to prepare for delivery to other laboratories.

## Education

### Master of Science: Biology, 12/2021

#### Alabama A & M University - Normal, AL

- Coursework in cardiovascular physiology, principles of research, advanced physiology I & II, pharmacology, and immunology.
- Maintained a 4.0 GPA.

### Bachelor of Science: Nutritional Science, 05/2019

#### Tuskegee University - Tuskegee, AL

- Coursework in medical nutrition therapy, nutritional biochemistry, and methods of food analysis.
- Participated in research projects that focused on cardiovascular conditions as well as extraction of chemical properties from aloe vera plants for antimicrobial purposes.

### Bachelor of Science: Biology, 07/2018

#### Tuskegee University - Tuskegee, AL

- Coursework in molecular biology, undergraduate research, cell biology, and foundations of cancer biology.
- Participated in research projects that focused on cardiovascular conditions as well as extraction of chemical properties from aloe vera plants for antimicrobial purposes.

### Associate of Science: Science, 05/2015

#### Northern Virginia Community College - Annandale, VA

- Dean's List for 3 consecutive semesters: Spring 2013, Fall 2013, and Fall 2014.
- Maintained a 3.5+ GPA.
- Coursework in general biology, anatomy and physiology, microbiology, medical terminology, and psychological statistics.

## Certifications

Volunteer Certificate, Alabama A&M University John & Ella Byrd McCain Health & Counseling Center - 2020