

# JESSICA CLAIRE

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 Montgomery Street, San Francisco, CA 94105

## PROFESSIONAL SUMMARY

Efficient and reliable Patient Advocate with 4 years experience, seeking a position that will allow me to utilize the skills, education, and experience that I have acquired in the medical and social/ human service field.

## SKILLS

Well organized  
Customer Service  
Multi-Tasked  
Proficient computer skills

Communication  
Interpersonal  
Dependable  
Detail oriented

## EDUCATION

Carlow University  
Pittsburgh, PA • 2011

*Bachelor of Arts:* Sociology, Minor in Psychology  
• Graduated Magna Cum Laude  
• Recipient of Academic Excellence in Sociology award

## WORK HISTORY

### State Of Georgia - Patient Advocate

Hancock, GA • 2012 - Current

- Assists under/uninsured hospital patients with the process of applying for Medical Assistance benefits
- Completes and submits Medical Assistance applications to the Department of Human Services
- Monitors the progress of each application while updating both hospital database systems and Company systems
- Manages a high volume caseload
- Maintains contact with hospital staff, patients, and county caseworkers
- Adheres to HIPAA guidelines to maintain patient confidentiality
- Performs various administrative duties such as word processing, faxing, answering phones, filing

### Horizon Services - Service Professional

Wilmington, DE • 04/2009 - 2012

- Demonstrated excellent leadership skills when providing quality training procedures to new staff
- Ability to perform numerous tasks given by supervisor on a daily basis
- Used outstanding customer service skills to assist guests
- Continually would strive to make the guest experience as pleasant and worry free as possible