

Jessica Claire

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Professional Summary

To obtain a position as an associate in a people-oriented organization where I can maximize my customer-service experience in a challenging environment to achieve the corporate goals.

Skills

- Bilingual
- Active Listening
- Customer Focus
- Leadership
- Prioritizing
- Computer Proficiency
- Responsible
- Data Entry
- Professional phone etiquette
- Excellent communication skills
- Works well under pressure

Work History

Patient Advocate, 2017 to Current

Medstar Health – Germantown, MD

- Trained in Epic System
- Verified patients’ eligibility and claims status with insurance agencies.
- Prepared patient charts, pre-admissions and consent forms as necessary.
- Assisted in the maintenance of medical charts and/or electronic medical record (filing, outpatient orders, release of information authorization forms, and others).
- Treated all patients, their families, visitors, peers, staff and providers in a pleasant and courteous manner.
- Managed wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently.
- Ensured HIPAA compliance.

Administrative Secretary, 05/2015 to 06/2017

Rogers Memorial Hospital – Walnut Creek, CA

- Manage Real Estate documentation
- Handling & Processing of real estate listings, sales,closings, modifications, extensions, miscellaneous. Transport information into different multiple listing services.
- Marketing company listings
- Scheduling showing appointments for real estate agents, for all company listings.
- Answering customer inquiries and assist with customer service.
- Transmit and organize facsimiles
- Assist management staff
- Processing EarnestChecks
- General clerical duties.

Manager / Cashier, 12/2013 to 06/2015

El Tesoro Restaurant – City, STATE

- Accomplish objectives such as recruiting, selecting,orienting, training, planning, and enforcing policies and procedures for the restaurant
- Preparing and completing objective plans, implementing production, productivity, quality, and customer service.
- Updating job knowledge by participating in educational opportunities
- Helping other employees meet their goals and working efficiently together in a professional work place.

Education

Certificate: Trained Interpreter, Current

DuPage Federation on Human Services - Lombard, IL

Associate of Applied Science: Education, Current

College of Dupage - 425 22nd St Glen Ellyn

- 3.6GPA
- Member of Phi Theta Kappa Honors Society

High School Diploma: 2014

Community High School - 326 Joliet St West Chicago, IL 60185