

JESSICA CLAIRE

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PROFESSIONAL SUMMARY

Passionate and ambitious Healthcare professional experienced in hands-on patient care and assisting a vast majority of clinicians in multiple disciplines. Skilled at offering broad-based experience in medical administration and patient care management. Talented at building and cultivating professional relationships, coordinating appointments and performing wide range of treatment procedures. Well-defined communication, technical and analytical aptitudes. Ready to apply over twenty years of healthcare based experience to new professional challenges with a growth-oriented organization.

SKILLS

- Provided expert and specialized administrative patient support while in Nursing & Pharmaceutical field
- Ability to incorporate specialized administrative judgment in all aspects of patient care
- Strong attention to detail, accuracy, and efficiency
- Ability to effectively communicate in person, by phone, and in writing
- Ability to securely retrieve patient messages, alerts care team in an appropriate manner
- Nursing school-trained healthcare professional
- Ability to effectively communicate and collaborate with vast majority of medical clinicians across multiple modalities
- Advanced knowledge of medical terminology
- Strong adherence to policies and procedures involving interdisciplinary coordination of care delivery
- Acute awareness of patient flow activities including appointment setting, F/U care, outside provider referrals, provider availability
- Advanced knowledge of EHR/EMR Software
- Expert knowledge of Pyxis systems software & implementation

WORK HISTORY

Remote Customer Application Advocate, 07/2022 - Current

Ascension (System Office) – Baltimore, MD

- Responds to high volume of incoming calls utilizing listening and communication skills to identify customer problems, needs, and opportunities.
- Monitors customer feedback to identify areas of improvement in customer experience.
- Documents customer interactions in internal database to maintain customer service history details.
- Investigates customer complaints and escalates issues to address critical requests.
- Maintains key performance indicators and acceptable performance levels to support assigned customer base.
- Enhances industry and technical knowledge through active participation in learning and growth opportunities.

Certified Pharmacy Technician (Inpatient Pharmacy), 09/2014 - 06/2020

Prisma Health Baptist Parkridge – City, STATE

- Trained pharmacy students to perform inpatient pharmacy service duties.
- Stocked, labeled, and inventoried medication to keep accurate records.
- Ordered medicines daily to replenish stock and increase inventory in anticipation of need.
- Performed various pharmacy operational activities with strong commitment to accuracy, efficiency, and service quality.
- Maintained proper drug storage procedures, registries, and records for controlled drugs.
- Performed wide range of pharmacy operations with strong commitment to accuracy, efficiency and service quality.

Certified Pharmacy Technician (Outpat. Pharmacy), 02/2008 - 09/2014

Prisma Health Richland – City, STATE

- Took accurate and detailed prescription orders from physicians, nurses, and other pharmacy staff over the phone
- Calculated dosage, filled prescriptions, and prepared prescription labels with absolute accuracy.
- Answered incoming phone calls and addressed questions from customers and healthcare providers.
- Resolved non-routine issues like third-party billing, computer system, and customer service issues.
- Consulted with insurance company representatives to complete claims processing, resolve concerns, and reconcile payments.
- Performed various pharmacy operational activities with strong commitment to accuracy, efficiency, and service quality.
- Restocked pharmacy shelves with current merchandise to drive consistent peripheral sales.
- Solved customer problems in-person or over telephone by providing assistance with placing orders, navigating systems, and locating items.

Certified Pharmacy Technician, 07/2003 - 02/2008

CVS Pharmacy – City, STATE

- Resolved non-routine issues like third-party billing, computer system, and customer service issues.
- Solved customer problems in-person or over telephone by providing assistance with placing orders, navigating systems, and locating items.
- Counted, measured and compounded medications following standard procedures.
- Reviewed and verified customer information and insurance provider information.

EDUCATION

Master of Science: Health Administration, 06/2022

University of Phoenix - Phoenix, AZ

Bachelor of Arts: Studio Art, 05/1993

Columbia College - Columbia, SC

South University - Columbia, SC

South University

Attended 2015, 2017

Successfully passed TEAS Exam

Completed prerequisites to enter BSN Nursing Rotations April 2018

Midlands Technical College - West Columbia, SC

Midlands Technical College

Attended 2010, 2012, 2013

Completed all prerequisites to enter ADN Nursing Rotations 2012, 2013