

JESSICA CLAIRE

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SUMMARY

Organized and motivated employee eager to apply time management and organizational skills in various environments. Seeking entry-level opportunities to expand skills while facilitating company growth.

SKILLS

- Excel knowledge including common tools, conditional & nested formulas
- Tendency to be well-organized, rule-abiding, and hard-working
- Knowledge of various Microsoft Word features, functions, and techniques.
- Coding
- Medical records
- OSHA safety requirements
- Facility oversight
- Data entry
- Medical terminology knowledge
- Wound care
- Medication administration
- Respiratory equipment training
- Calm and level-headed under duress
- HIPAA Compliant
- Understands medical procedures
- Collecting specimens
- Quality assurance controls
- Performing patient intakes
- Collecting vital signs
- Infection control procedures

EXPERIENCE

- 11/2020 to 07/2021 **Vaccination / Testing Site Specialist**
Providence Health & Services – Plainview, TX
- Collect, compile and analyze data from the state and local testing programs.
 - Summarize testing results in an effort to identify strengths and weaknesses of instructional programs.
 - Present testing information to parent groups, administrators, teachers, the School Board, and the community through workshops and meetings.
 - Work with the state department of education to implement changes and update training packets for administrators and other school staff.
 - Serve as a resource regarding testing questions and concerns as well as data analysis.
 - Complied with operational standards and OSHA regulations.
 - Retained records of supplies and tools used and tasks performed for each project.
 - Maintained payroll data, attendance records and delivered materials to job site on time and in good condition.
- 09/2018 to 10/2020 **Certified Home Health Aide**
Intermountain Healthcare – Midvale, UT
- Maintained clean and well-organized environment for client happiness and safety.
 - Improved patient outlook and daily living through compassionate care.
 - Helped transition patient between bed, wheelchair and automobile to provide safe mobility support.
 - Dressed, groomed and fed patients with limited physical abilities to support basic needs.
 - Assisted with client personal care needs to foster independence and well-being.
 - Supervised medication administration, personal hygiene and other activities of daily living.
 - Tracked and reported clients' progress based on observations and conversations.
 - Followed care plan and directions to administer medications.
 - Organized and administered medications on schedules to alleviate symptoms and improve quality of life.
 - Assisted clients with bathing, dressing and incontinence care.
- 11/2009 to 01/2010 **Dental Claims Processor**
Goodwill Of Southern Nevada – Las Vegas, NV
- Ensure accurate processing of claims according to client's plan of benefits.
 - Process all claims in a timely manner according to the established standards of service.
 - Corresponds with clients and claimants to correct claim forms, and to investigate questionable entries.
 - Research claim problems and perform any required claim adjustments in a timely manner.
 - Complete filling, photocopying, faxing, and other administrative functions.
 - Provides customer service to clients and claimants to resolve claim, billing and administrative issues.
 - Evaluated pending claims to identify and resolve problems blocking auto-adjudication.
 - Called insurance companies to ascertain pertinent information regarding policies and payment benefits for patients.
 - Verified policy holder data, including age, contact number and physical address.
 - Complied with confidentiality regulations in handling customer information.
 - Checked documentation for appropriate coding, catching errors and making revisions.
- 04/2000 to 02/2008 **Customer Service Manager**
ACS Inc. – City, STATE
- Delivered fast, friendly and knowledgeable service for routine questions and service complaints.
 - Maintained knowledge of company products and services to promptly resolve complaints and concerns.
 - Assisted staff with resolving complex customer issues and implementing targeted solutions.
 - Upheld strict quality control policies and procedures during customer interactions.
 - Interviewed, hired and trained new quality-focused customer service representatives.
 - Oversaw and assessed customer service staff activities to provide personnel with regular performance-related feedback.
 - Evaluated employee job performance and motivated staff to improve productivity.
 - Secured client retention by driving service and product benefits, features and recommendations around clients' needs.
 - Organized shift assignments to meet expected coverage demands by factoring in typical loads and upcoming changes.

EDUCATION AND TRAINING

- 01/2017 **Associate of Science: Medical Assistant**
South University - Distant Learning
- 08/2011 **Associate of Applied Science: Phlebotomy / EKG Technician**
Allegany College of Maryland - Cumberland, MD

Willing to relocate: Anywhere

ACCOMPLISHMENTS

- Promoted from Customer Service Rep to Customer Service Manager in less than 12-months
- Created highly effective new Medicare approved program in the newly opened Houston, Texas call center that significantly impacted efficiency and improved operations.
- Recognized as Employee of the Month for outstanding performance and team contributions.

CERTIFICATIONS

- OSHA (Occupational Health and Safety Administration) certified Training - 2020
- HIPAA Compliance Training - 2000
- CPR / First Aide License - 2011