

JESSICA CLAIRE

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SKILLS

- Maintains confidentiality
- Professional and mature
- Word processing
- Mail handling
- Independent worker
- Excel formulas
- Microsoft Office proficiency
- Data collection and reporting
- Data verification
- Information Verification
- Appointment Scheduling
- Insurance claims
- Reminder calls
- Insurance Verification
- Payment collection
- Patient Scheduling
- Customer Service
- Inbound and Outbound Calling
- Credit card processing
- Complaint resolution
- Report preparation
- Medical terminology knowledge
- Professional telephone demeanor
- Multi-line phone talent
- Money handling abilities
- Good listening skills
- Creative problem solving
- Appointment Scheduling
- Scheduling
- Medical Insurance
- Patient Assistance
- Appointment Setting
- Patient Information Verification
- Patient Information Collection
- Patient Checkout Procedures
- Payment Collection
- Spreadsheets
- Patient Contact
- Office Supply Ordering
- Billing Inquiries
- Medical Records Maintenance
- Directing Callers

EDUCATION

Illinois Central College
East Peoria, IL
Business Administration

Spoon River College
Canton, IL • 05/2012
Certified Nursing Assistant

PROFESSIONAL SUMMARY

Customer Service Representative bringing top-notch skills in oral and written communication, active listening, data entry and analytical problem-solving skills. Enhances customer experiences by employing service-oriented behaviors, understanding customer desires and providing customized solutions to build loyalty.

WORK HISTORY

Children's Healthcare Of Atlanta - Data Entry Clerk for Covid-19 Testing Site
Atlanta, GA • 04/2020 - Current

- Scanned documents and saved in database to keep records of essential organizational information.
- Entered numerical data into databases with speed and accuracy using 10-key pad.
- Added documents to file records and created new records to support filing needs.
- Managed documents by organizing forms, making photocopies, filing records, preparing correspondence and creating reports.
- Verified accuracy of all computer system information by updating data.
- Entered client information into databases quickly and with minimal errors.
- Obtained scanned records and uploaded into database.
- Organized, sorted and checked Epic input data against original documents.
- Corrected any data entry error to prevent later issues such as duplication or data degradation.

Mission Health System, Inc - Home Health Care Provider
Franklin, NC • 04/2016 - 03/2020

- Worked to improve and enhance patient lives through effective and compassionate care.
- Assisted patients with handling daily chores and errands by transporting to appointments, cleaning personal spaces and purchasing supplies.
- Assisted patients with dressing, grooming and feeding needs, helping to overcome and adapt to mobility restrictions.
- Followed nutritional plans to prepare optimal meals, including purchasing ingredients from local shops.
- Provided assistance to clients by handling household cleaning duties, managing schedules and transporting to and from medical appointments.
- Coordinated daily medicine schedules and administration to help clients address symptoms and enhance quality of life.
- Supervised daily activities and provided assistance when needed.
- Maintained clean, safe and well-organized patient environment.
- Monitored progress and documented any patient health status changes, keeping healthcare team updated.
- Administered medication as directed by physician.
- Completed household management tasks for clients within private home settings, including companionship and personal care assistance.

Ameritox Ltd. - Specimen Processor
City, STATE • 12/2013 - 03/2016

- Ordered all drug testing supplies and kept check on inventory levels.
- Discussed medical histories with patients in effort to provide most effective medical advice.
- Communicated with patients, ensuring that medical information was kept private.
- Implemented procedures necessary for specimen packaging and labeling.
- Analyzed experiment and test results to validate adherence to standards and specifications.
- Worked with **patients who were prescribed opiate's**, monitoring levels of through saliva or urine specimens.
- Analyzed bodily fluids with laboratory equipment and detected anomalies related to diseased states or acute injuries.
- Set up, maintained and verified sterility of lab equipment and tools.
- Served customers in a friendly, efficient manner following outlined steps of service.

Osf St. Francis Hospital & Medical Group - Patient Care Technician
City, STATE • 09/2012 - 05/2014

- Offered immediate assistance in emergency and routine paging situations to evaluate needs and deliver care.
- Interacted effectively with patients, families, staff and other hospital department staff to deliver high level of customer service and teamwork.
- Answered call lights and supported patient comfort and safety by adjusting bed rails and equipment.
- Monitored, tracked and conveyed important patient information to healthcare staff to help optimize treatment planning and care delivery.
- Helped patients maintain healthy skin by checking wounds, assessing integrity and bathing bedbound individuals.
- Evaluated patients to identify and address wounds, behavioral concerns and medically relevant symptoms.
- Obtained biological specimens for ordered tests and prepared for laboratory transport.
- Documented observations and baseline measurements in medical records.
- Answered patient assistance calls, assessed needs and offered qualified support.
- Answered light or bell calls per shift to respond to patient requests and needs.
- Attended to patient and family's immediate needs and concerns by acknowledging and providing required attention.
- Assisted in providing patients with nutritional needs by transporting food trays and aiding with feeding.
- Obtained patient vital signs and reported results to staff nurse or physician, noting changes from prior measurements.
- Organized and replenished unit supplies to maintain team readiness for expected demands.