

# JESSICA CLAIRE

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## Professional Summary

Detail-oriented Clinical Medical Assisting major (4.2 GPA) successfully completing in 2020. Also highly skilled EMT (3.8) completing the basic course in December 2022 with 10+ years of work experience. Aiming to leverage a proven knowledge of clinical services, data collection and analysis, and patient safety skills to successfully fill the Medical role at your company. Frequently praised as diligent by my peers, I can be relied upon to help your company achieve its goals. Well-qualified with proven success in improving operations and solving problems. Highly proficient in building lasting relationships with key decision makers, customers and team members to further company goals. Ready to leverage training and experience to take on new professional challenges.

## Skills

- Highly skilled in blood draw Proficient in
- Microsoft Office Applications EMR knowledgeable
- Personnel Documentation Verification
- Employment Law
- Benefits Explanations
- Company Policies and Procedures Training
- Advertising Techniques
- Processing Grievance Documentation

## Work History

### Human Resources Assistant, 03/2021 to Current

Hachette Book Group Usa – North Adams, MA

- Filed paperwork, sorted and delivered mail, and maintained office organization.
- Organized new employee orientation schedules for new hires.
- Delivered friendly assistance with new hires throughout interviewing and hiring process.
- Screened applicant resumes and coordinated both phone and in-person interviews.
- Created and completed personnel action forms for hires, terminations, title changes and terminations.
- Administered compensation, benefits and performance management systems and safety and recreation programs.
- Assisted with on-boarding process of 20-40 new hires in a 6-month time frame.
- Delivered friendly assistance with new hires throughout interviewing and hiring process
- Filed paperwork, sorted and delivered mail and maintained office organization
- Recruited and screened qualified potential employees
- Tracked various statistics and kept detailed records to support human resources department
- Converted employee status from temporary to permanent
- Assigned work activities for staff related to employment, compensation, labor relations and employee relations
- Reduced workers' compensation claims by instituting corporate safety training program
- Compiled employee records from individual departments to maintain central files
- Helped employees register for benefits programs using online portals
- Organized new employee orientation schedules for new hires

### Patient Registration Representative, 01/2020 to 03/2021

Good Shepherd Hospice – Middle Island, NY

- Greet persons entering establishment, determine nature and purpose of visit, and direct or escort them to specific destinations
- Operate telephone switchboard to answer, screen, or forward calls, providing information, taking messages, or scheduling appointments
- File and maintain records
- Provide information about establishment, such as location of departments or offices, employees within the organization, or services provided
- Schedule appointments and maintain and update appointment calendars.
- Set up patients in system by documenting key data, confirming eligibility and verifying insurance benefits.
- Collected payments and co-pays from customers using large variety of insurance programs, adjusting amounts based on specific plan directives.
- Accurately inputted patient and insurance information into company's computer system using [Software].
- Collected payments and co-pays from customers using large variety of insurance programs, adjusting amounts based on specific plan directives
- Explained financial responsibilities to patients as well as payment options and potential collection procedures imposed upon patients and other responsible parties
- Visited patients' rooms to collect insurance and financial information required for registrations
- Set up patients in system by documenting key data, confirming eligibility and verifying insurance benefits
- Arranged transfers from outside facilities by communicating effectively with facility representatives, physicians and nursing staff
- Distributed informational materials, necessary forms and hospital procedures to patients
- Scheduled 40 + daily appointments using computerized calendars
- Took reservations from physicians and office staff to coordinate bed placements for scheduled and unscheduled patients
- Identified non-participating and out-of-network insurance plans and worked with patients and providers to address situations
- Managed office bookkeeping with insurance billing and patient payments
- Scheduled patient appointments in respective doctors' calendars and followed up with reminder phone calls
- Greeted visitors and initiated triage processes for clients to streamline patient flow
- Organized and maintained patient chart filing system to promote quick data finding for staff

### Donor Processor, 02/2018 to 01/2020

Grifols Inc. – Camden, NJ

- Conduct chemical analyses of body fluids, such as blood or urine, using microscope or automatic analyzer to detect abnormalities or diseases and enter findings into computer
- Examine cells stained with dye to locate abnormalities
- Set up, maintain, calibrate, clean, and test sterility of medical laboratory equipment
- Consult with a pathologist to determine the final diagnosis when abnormal cells are found.
- Assisted donors in person or over phone by answering questions
- Reviewed donor card for complete and accurate information and confirmed donor acceptability
- Cleaned and disinfected surfaces, equipment and spaces according to procedures and frequency schedule
- Completed quality control assessment on equipment used in donor screening process

### Medical Assistant/Receptionist, 01/2016 to 02/2018

Pomona Valley Hospital – Pomona, CA

- Answer telephones and direct calls to appropriate staff
- Greet visitors, ascertain purpose of visit, and direct them to appropriate staff
- Complete insurance or other claim forms
- Record patients' medical history, vital statistics, or information such as test results in medical records
- Prepare treatment rooms for patient examinations, keeping the rooms neat and clean
- Interview patients to obtain medical information and measure their vital signs, weight, and height.
- Assisted with routine checks and diagnostic testing by collecting and processing specimens
- Directed patients to exam rooms, fielded questions and prepared for physician examinations
- Documented vital signs and health history for patients in clinic and hospital environments

## Education

### A.S: Clinical Medical Assisting, 01/2020

Remington College - Memphis, TN

GPA: 4.2

### Certificate: Emergency Medical Technician, 12/2021

Arkansas State University - State University, AR

## Certifications

Phlebotomy AED Certified CPR Certified