

JESSICA CLAIRE

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Summary

Testing Coordinator with talent for psychologic testing and procedure scheduling. Strong knowledge of medical assessments, proper procedures, and scheduling requirements. Communicative and team-oriented with proficiency using EMR programs. Proven history of fostering objectives to meet team, individual and management goals.

Skills

- Curricula Evaluation
- Critical Thinking
- Rule Enforcement
- Goal Setting
- Decision Making
- Attention to Detail
- Federal, State and Local Regulations Adherence
- Complex Problem Solving
- Manual Testing
- Quality Assurance
- Diagnostics Knowledge
- Microsoft Office
- Responsible and Dependable
- Public Safety and Security

Experience

Testing Coordinator, 09/2017 to Current

Texas Health & Human Services Commission – Presidio, TX

- Identified and addressed individual mental health challenges to support patients.
- Documented patient interactions in compliance with HIPAA requirements.
- Scheduled and coordinated patient follow-up psych tests.
- Assisted patients in filling out pre-appointment paperwork.
- Coordinated office schedules for new patients, diagnostic assessments and procedures, such as Nerve Conduction Studies.
- Called patients in for pill counts, monitored behaviors and updated supervising physicians with observations and concerns.
- Assisted in answering phone calls from both patients and other medical offices.
- Uploaded psych test evaluations and NCV results into patient charts.
- Retrieved updated Medicaid referrals.

Property Management Assistant, 10/2021 to Current

Petco – Highland Village, TX

- Contacted tenants to collect overdue rent or to discuss other important issues.
- Executed leases with new and returning tenants, collecting pertinent information for background investigations and credit checks.
- Scheduled maintenance calls.
- Maintained accurate and updated websites and printed materials.
- Completed documents for outside agencies.
- Handled resident complaints and expedited maintenance requests.
- Inspected properties regularly to identify deficiencies and schedule repairs.
- Collected monthly assessments, rental fees, deposits and payments.
- Updated tenant and unit information to keep current in housing database.
- Conducted apartment tours for potential tenants and answered questions about property.
- Reviewed completed applications and assessed household information against file history and program regulations.
- Maintained thorough, accurate and compliant records for internal and regulatory audits.
- Answered calls and responded to inquiries from various parties, using strong active listening and open-ended questioning skills to resolve problems.
- Collected and maintained careful records of rental payments.
- Inspected grounds, facilities and equipment to determine repair and maintenance needs.

MLT, 01/2017 to 06/2017

Marshfield Clinic – Stettin, WI

- Collected, labeled and stored lab samples according to laboratory specifications.
- Verified quality of specimens by centrifuging specimens for logistics courier to pickup.
- Enforced infection control and sharps disposal procedures to protect patients, co-workers and self.
- Maintained, calibrated and troubleshoot pH probes, EC meters, balances, automatic pipettes and diluters.
- Limited discrepancies by accurately handling, storing, transporting and submitting urinalysis samples.
- Produced technical reports detailing pH and moisture percent saturation from saturation paste and EC.
- Gathered biological samples for laboratory tests.
- Obtained blood samples for medical testing and transfusion through venipuncture or capillary puncture.
- Collected specimens for drug screens, paternity tests and alcohol tests.
- Conducted various blood tests and updated results into paper and electronic charts.
- Obtained variety of blood samples through venipuncture or capillary puncture using syringes, butterfly needles and straight needles.
- Labeled blood vials with critical information like time of collection, date and patient name.
- Labeled patient samples, double-checking information for accuracy.

Coroner Transporter, 08/2011 to 10/2016

Cherokee County – City, STATE

- Supervised removal of bodies from death scenes to transport to morgues.
- Prepared legal documents to accompany bodies and facilitate transportation, interment or legal actions.
- Juggled multiple projects and tasks to ensure high quality and timely delivery.
- Transported decedents to state forensics labs for autopsies.
- Transported decedents from state forensics labs to the appropriate funeral home or crematory.

Education and Training

Associate of Science: Medical Laboratory Technology, 05/2017

Gadsden State Community College - Gadsden, AL

High School Diploma: 05/2012

Cherokee County High School - Centre, AL

Accomplishments

- Promoted from Receptionist to Testing Coordinator, in less than 12-months.

- Graduated from the Medical Lab Tech program at the top of my class, as well as being the President of our program.

Certifications

Certified Medical Lab Technician and Phlebotomist- 2017

Blood Borne Pathogen Training - 2013

HIPPA Training - 2019

CPR Certification Training - 2016