

JESSICA CLAIRE

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SUMMARY

Forward-thinking and friendly with distinguished talent in multitasking, modernizing offices and streamlining procedures. Fantastic attention to detail and commitment to optimizing patient experiences through individualized care. Skilled at computer software with training in Microsoft word, Excel, Optum, Citrix, and Genesys. Skilled administrative team member with in-depth understanding of medical standards, compliance requirements and operational procedures. Practiced problem-solver with friendly and caring mentality and excellent communication skills. Expertise in inventory management, customer service and inner-office operations. 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

- Multitasking
- Training & Development
- Conflict resolution
- Computer skills
- Friendly, positive attitude
- Clerical
- MS Office
- Relationship building
- Communication
- Organization
- Flexible
- People skills

EXPERIENCE

Member Advocate, 06/2021 - 10/2021

Suncoast Schools Federal Credit Union – Dade City, FL

- Adhered to HIPAA requirements to safeguard patient confidentiality.
- Communicated with patients to gather intake data and verify chart information.
- Secured, organized and updated members health benefit information in their account.
- Managed high volumes of inbound and outbound calls in fast-paced environment to build, cultivate and establish lucrative client relationships.
- Coordinated topics with call center scripts to handle consumer questions, delivering appropriate answers.
- Asked probing questions to determine service needs and accurately input information into electronic systems.
- Identified consumer needs, clarified information and researched issues to provide alternative solutions.
- Completed paperwork within established guidelines to document consumer requests.
- Forwarded calls to management if outstanding issue required immediate resolution.
- Answered inbound calls to provide information, answer questions or discuss payment options.
- Accepted inbound calls and reached out to connect with customers in need of service and support.
- Answered phones and took orders with enthusiasm and delivered information regarding items to customers.
- Maintained accurate records of incoming calls in internal database.

Dietary Aide, 12/2020 - 01/2021

Affinity Living Group – Fuquay Varina, NC

- Served specific meals to patients with special dietary needs.
- Helped with meal prep for daily meals, following strict sanitation and food handling guidelines
- Set tables before patients arrived to maintain meal plan productivity.
- Stocked food and other supplies for main kitchen and units as needed.
- Cleaned and maintained dining room during and after each meal service.
- Delivered snacks to nurse station for distribution to specific residents.
- Worked closely with team members to update cleaning protocols and increase aide efficiency.
- Adhered to administrative departmental policies and procedures, including safety, health and confidentiality.
- Gathered soiled tablecloths and dietary linens and delivered to laundry.
- Delivered designated trays and supplies to diabetic patients as scheduled.
- Assisted staff in preparing food for individuals as assigned.

Delivery Driver, 04/2020 - 11/2020

Gopuff – Madison, AL

- Grouped and routed deliveries according to designated areas to maintain efficient delivery times.
- Handled customer service complaints with utmost professionalism and knowledgeable responses to maintain trust and company loyalty.
- Handled merchandise in accordance with product handling standards.
- Answered customer questions regarding shipments.
- Inspected and maintained gas, oil and water levels as well as tires, lights and brakes.
- Communicated frequently with dispatch to relay route changes and delays impacting customer delivery timetables.
- Conferred frequently with dispatch to meet delivery schedule targets and incorporate late adjustments.
- Directed product loading and checked load balance to prevent on-road incidents.
- Positioned blocks and ties around items to secure cargo during transit.
- Delivered exceptional customer service in all interactions to promote satisfaction and maintain company loyalty.
- Demonstrated safe driving by observing road rules, exercising caution in unfamiliar areas and maintaining vehicle control.
- Performed deliveries throughout greater Kansas City, Mo metro area.
- Inspected vehicle prior to and after completing shifts, noting damage or issues in detailed logs.
- Verified order details at distribution center and customer locations to prevent errors.
- Loaded, balanced and secured product to safely transport goods.
- Communicated effectively with dispatch regarding delivery progress and route detours.
- Answered customer questions regarding products and resolved issues with order accuracy and quality.
- Retained valid proof of insurance and registration in vehicles.
- Completed transfers at hubs and final destinations to keep routes on schedule.
- Logged driving hours and fuel usage data on time to keep reports current.
- Managed proper transportation of dangerous goods with no incidents.

Pizza Cook, 04/2019 - 08/2020

Columbus Hospitality – Wilmington, OH

- Recorded customer orders by answering phone or taking information in person.
- Topped crust with sauce, meat, cheese and vegetables.
- Built pizzas using proper amount of dough and quantities of toppings according to specifications.
- Placed completed orders at pick-up counter and alerted customers to retrieve items.
- Cut pizzas using rocking pizza cutter tool.
- Assisted customers, answered questions and resolved complaints.
- Maintained consistent quality and high accuracy when preparing identical dishes every day.
- Created from-scratch pizza dough daily in large quantities following authentic Italian recipe.
- Stocked and managed inventory items using First-In First Out (FIFO) method to use products prior to expiration and reduce food waste.
- Stocked freezers and refrigerators to maintain adequate supply of ingredients and products.
- Provided customer service to multiple customers per day by inputting orders, processing credit and cash transactions and responding to questions and concerns.
- Precooked garnishes for later use to top off fresh dishes.
- Prepared dishes in fast-paced environment working with teammates to maintain high customer satisfaction rate.
- Operated large-volume cooking equipment to grill, bake and fry food items for customers.

EDUCATION AND TRAINING

Associate of Arts: Healthcare Information Technology

National American University - Rapid City - Rapid City, SD