

JESSICA CLAIRE

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SUMMARY

Seasoned Patient Advocate successful at resolving conflicts, managing multiple simultaneous responsibilities and building strong relationships.

SKILLS

- Compassionate client care
- Behavior redirection
- Quality program protocols
- Care plan management
- Client safety and first aid
- Customer Support
- MS Office proficiency
- Verbal Communication
- Safety regulations
- Quality Assurance
- Customer Service
- Problem Resolution
- Call Center Operations
- Courteous demeanor
- Senior leadership support
- Conflict mediation
- Customer relations
- Reporting
- Recording histories
- Appointment confirmation
- Medical filing
- Medical billing
- Organization
- Problem resolution
- Reliable & trustworthy

EXPERIENCE

Patient Advocate, 12/2021 - 07/2022

Cancer Care Northwest – Coeur D Alene, ID

- Provided knowledgeable and compassionate service in response to patient questions and concerns.
- Helped patients understand care, coverage and payment responsibilities and rights.
- Managed database of patient information and frequently used computerized systems to track details.
- Assisted patients in selecting appropriate courses of actions and obtaining needed support.
- Analyzed accuracy and completeness of patient documents such as insurance claims, medical bills and legal paperwork.
- Explained policies, procedures and services to patients.
- Addressed patients' complaints-head on, investigated concerns and worked with medical staff to devise solutions.
- Maintained knowledge of community services and resources and referred patients to appropriate organizations.

Home Health Aide, 05/2021 - 05/2022

Promedica Senior Care – Raleigh, NC

- Assisted clients with bathing, dressing and incontinence care.
- Helped clients stay happy and healthy by providing mental and emotional support.
- Maintained clean and well-organized environment for client happiness and safety.
- Managed patient transportation and appointment scheduling.
- Monitored client behaviors and emotional states, reporting concerns to case manager and documenting information in files.
- Developed strong and trusting rapport with patients to facilitate smooth, quality care.
- Aided with mobility and independence for disabled individuals and continually monitored safety.
- Organized games and other activities to engage clients and offer mental stimulation.
- Prepared high-quality nutritious meals for patients to promote better overall health and improve eating habits.
- Assisted terminally ill patients with bathing, grooming and dressing.
- Mopped floors, vacuumed, washed dishes and performed other household chores to assist clients.
- Transported clients to doctor's appointments and errands.
- Dressed, groomed and fed patients with limited physical abilities to support basic needs.
- Tracked and reported clients' progress based on observations and conversations.
- Organized and administered medications on schedules to alleviate symptoms and improve quality of life.
- Helped client with medication self-administration.
- Cared for patients by assisting with personal hygiene tasks and completing basic household chores.
- Accompanied clients to doctors' offices and on other trips outside home, providing transportation, assistance and companionship.
- Recognized emergency situations and implemented appropriate procedures.
- Improved patient outlook and daily living through compassionate care.
- Assisted with client personal care needs to foster independence and well-being.

Customer Service Representative, 04/2020 - 05/2021

Clean Harbors – Sandy, UT

- Educated customers on special pricing opportunities and company offerings.
- De-escalated problematic customer concerns, maintaining calm, friendly demeanor.
- Assisted customers in making payments on accounts and setting up payment plans.
- Fielded customer complaints and queries, fast-tracking them for problem resolution.
- Reviewed customer account information to determine current issues and potential solutions.
- Informed customers about billing procedures, processed payments and provided payment option setup assistance.
- Asked probing questions to determine service needs and accurately input information into electronic systems.
- Remained calm and professional in stressful circumstances and effectively diffused tense situations.

- Demonstrated excellent communication skills in resolving product and consumer complaints.

Crew Member, 03/2019 - 04/2020

Wendy's Company – Cuyahoga Falls, OH

- Wiped down tables and equipment, swept and refilled stock.
- Kept restaurant lobby, front counter, drive-thru, kitchen and restrooms neat and clean throughout shift.
- Packed fast food products in approved containers, cups and bags.
- Upheld high standards of productivity and quality in operations.
- Answered customer questions and took orders.
- Kept restaurant lobby, front counter and restrooms neat and clean throughout shift.
- Entered orders into computer system to send order details to kitchen, mentioning customers' special requests and food allergies in person.

EDUCATION AND TRAINING

High School Diploma: 05/2021

Desoto County High School - Arcadia, FL