

JESSICA CLAIRE

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PROFESSIONAL SUMMARY

Dedicated biology/physiology master's student seeking the radiology patient access associate I position at Howard University Hospital offering excellence in data entry skills and medical terminology concepts. Hard-working and resourceful with excellent organizational skills, combined with the ability to prioritize substantial workload within a fast-paced environment.

SKILLS

- Organizational Skills.
- Telephone Etiquette
- Microsoft Applications
- Customer Service Skills
- Information Collection
- Medical Terminology
- Health And Wellness
- Analytical Skills
- Problem Solving

WORK HISTORY

Health Database/Researcher, 01/2017 - Current

Davis Joint Unified School District – Davis, CA

- Communicates with end-users, team members, and managed projects.
- Writes research reports regarding various COVID 19 testing techniques.
- Gathers and organizes information for research purposes.
- Verifies data information prior to entry to maintain high data accuracy.
- Verifies accuracy of data before transcribing.
- Locates and corrects data entry errors and reported to management.
- Completes data entry tasks with accuracy and efficiency.
- Organizes, sorts, and checks inputted data and charts against original documents.
- Compiles information to organize into Excel database.
- Reduces data errors by 95% through quality control.
- Attended project meetings and transcribed meeting minutes, topics of interest and project statuses.

Kiosk Worker, 12/2020 - 12/2020

Parkway Place Mall – City, STATE

- Used electronic register system to ring up customer purchases, process payments and issue receipts.
- Operated cash register, collected payments and provided accurate change.
- Helped average of between 15-20 customers per day by responding to inquiries and locating products.
- Assisted customers by finding items quickly, boosting satisfaction rate by 85-90%.
- Verified over \$100 or more of cash and credit payments daily.
- Handled customer complaints and concerns promptly, escalating complex issues to direct supervisor for quick resolution
- Greeted customers and responded to informational requests

Medical Volunteer, 09/2020 - 11/2020

Alabama A&M University Student Health Center – City, STATE

- Assisted physicians with daily laboratory duties and maintenance of clinic office supplies.
- Obtained vital signs and collected biological samples to assist with diagnostic testing and ongoing assessments.
- Promoted patient comfort by quickly responding to calls and handling diverse needs
- Operated and cleaned laboratory instruments.
- Ensured that medical/administrative data remained accurate by 95%.
- Pulled patient records and transferred information to appropriate parties.
- Logged all requests for medical records into spreadsheets.
- Assisted in microscopic slide preparation/viewing for further investigation.
- Assisted with sorting specimen samples and travel to specific departments to deliver medical information.
- Labeled specimens for sorting purposes.
- Cooperated with medical staff to ensure that medical supplies were restocked for weeks ahead and prepared treatment packages.
- Organized, filed, and inputted laboratory data efficiently.
- Educated patients on health issues regarding infections on campus settings and how to avoid them.
- Sorted specimen materials and filed according to guidelines.
- Input data into computer/support systems.
- Adhered to all facility, company, and legal guidelines.
- Carried out day-day-duty accurately and efficiently.
- Performed duties in accordance with all applicable standards, policies, and regulatory guidelines.
- Used Microsoft Word and other software tools to create documents and other communications to send to local hospital facilities.
- Limited discrepancies by accurately handling, storing, transporting and submitting all urinalysis and blood samples.
- Collected and labeled urine and blood specimens to prepare for delivery to other laboratories.

EDUCATION

Master of Science: Biology, 12/2021

Alabama A & M University - Normal, AL

- Coursework in cardiovascular physiology, principles of research, advanced physiology I & II, pharmacology, and immunology.
- Maintained a 4.0 GPA.

Bachelor of Science: Nutritional Science, 05/2019

Tuskegee University - Tuskegee, AL

- Coursework in medical nutrition therapy, nutritional biochemistry, and methods of food analysis.
- Participated in research projects that focused on cardiovascular conditions as well as extraction of chemical properties from aloe vera plants for antimicrobial purposes.

Bachelor of Science: Biology, 07/2018

Tuskegee University - Tuskegee, AL

- Coursework in molecular biology, undergraduate research, cell biology, and foundations of cancer biology.
- Participated in research projects that focused on cardiovascular conditions as well as extraction of chemical properties from aloe vera plants for antimicrobial purposes.

Associate of Science: Science, 05/2015

Northern Virginia Community College - Annandale, VA

- Dean's List for 3 consecutive semesters: Spring 2013, Fall 2013, and Fall 2014.
- Maintained a 3.5+ GPA.
- Coursework in general biology, anatomy and physiology, microbiology, medical terminology, and psychological statistics.

CERTIFICATIONS

Volunteer Certificate, Alabama A&M University John & Ella Byrd McCain Health & Counseling Center - 2020