

JESSICA CLAIRE

100 Montgomery St. 10th Floor
(555) 432-1000 - resumesample@example.com

SUMMARY

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

- Coding
- Medical records
- OSHA safety requirements
- Facility oversight
- Data entry
- Medical terminology
- Wound care
- Medication administration
- Respiratory equipment training
- HIPAA Compliant
- Understands medical procedures
- Collecting specimens
- Quality assurance controls
- Performing patient intakes
- Collecting vital signs
- Infection control procedures
- Medicaid knowledge
- Insurance terminology

EXPERIENCE

- 11/2020 to 07/2021 **Vaccination / Testing Site Specialist**
Generations Home Healthcare Llc – Bridgewater, NJ
- Collect, compile and analyze data from the state and local testing programs.
 - Summarize testing results in an effort to identify strengths and weaknesses of instructional programs.
 - Serve as a resource regarding testing questions and concerns as well as data analysis.
 - Complied with operational standards and OSHA regulations.
 - Retained records of supplies and tools used and tasks performed for each project.
 - Maintained payroll data, attendance records and delivered materials to job site on time and in good condition.
- 09/2018 to 10/2020 **Certified Home Health Aide**
Intermountain Healthcare – Saratoga Springs, UT
- Helped transition patient between bed, wheelchair and automobile to provide safe mobility support.
 - Dressed, groomed and fed patients with limited physical abilities to support basic needs.
 - Assisted with client personal care needs to foster independence and well-being.
 - Supervised medication administration, personal hygiene and other activities of daily living.
 - Tracked and reported clients' progress based on observations and conversations.
 - Organized and administered medications on schedules to alleviate symptoms and improve quality of life.
 - Assisted clients with bathing, dressing and incontinence care.
- 11/2009 to 01/2010 **Dental Claims Processor**
Taylor Corp – Coldwater, MI
- Ensure accurate processing of claims according to client's plan of benefits.
 - Corresponds with clients and claimants to correct claim forms, and to investigate questionable entries.
 - Research claim problems and perform any required claim adjustments in a timely manner.
 - Evaluated pending claims to identify and resolve problems blocking auto-adjudication.
 - Called insurance companies to ascertain pertinent information regarding policies and payment benefits for patients.
 - Complied with confidentiality regulations in handling customer information.
- 04/2000 to 02/2008 **Customer Service Manager**
ACS Inc. – City, STATE
- Assisted staff with resolving complex customer issues and implementing targeted solutions.
 - Upheld strict quality control policies and procedures during customer interactions.
 - Interviewed, hired and trained new quality-focused customer service representatives.
 - Oversaw and assessed customer service staff activities to provide personnel with regular performance-related feedback.
 - Evaluated employee job performance and motivated staff to improve productivity.
 - Led team engaged in delivering assistance to customer service department on daily basis.
 - Generated reports on KPIs to track and improve key metrics.

EDUCATION AND TRAINING

- 01/2017 **Associate of Science: Medical Assistant**
South University - Distant Learning
- 08/2011 **Associate of Applied Science: Phlebotomy / EKG Technician**
Allegany College of Maryland - Cumberland, MD

Willing to relocate: Anywhere

ACCOMPLISHMENTS

- Promoted from Customer Service Rep to Customer Service Manager in less than 12-months
- Created highly effective new Medicare approved program in the newly opened Houston, Texas call center that significantly impacted efficiency and improved operations.
- Recognized as Employee of the Month for outstanding performance and team contributions.

CERTIFICATIONS

- OSHA (Occupational Health and Safety Administration) certified Training - 2020
- HIPAA Compliance Training - 2000
- CPR / First Aide License - 2011