

Jessica Claire

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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

- PPE use
 - Courteous demeanor
 - Call Center Operations
 - Inbound and Outbound Calling
 - Clerical support
 - Verifying data accuracy
 - Certified in 10-key
 - Customer service-oriented
 - Resourceful
 - Strong problem solver
 - Data processing
 - Data Entry
- Order processing
 - Excellent communication skills
 - Strong interpersonal skills
 - Critical thinker
 - Troubleshooting
 - Friendly, positive attitude
 - Computer skills
 - Microsoft Office
 - Flexible
 - Work ethic
 - Active listening

Experience

Social Science Aide, 03/2013 to Current

Lake Charles Memorial Hospital – Lake Charles, LA

- Evaluated patient behavior and reported changes to clinical team.

Nursing Assistant, 07/2006 to 04/2013

Service Partners – Aurora, CO

- Provided basic patient care by bathing and grooming patients, changing bedding and assisting in feeding activities.
- Documented patient intake and dietary requirements and aided with feeding and monitoring.
- Maintained accurate, timely flow of information by completing thorough patient records and updating healthcare team on patient status.
- Assisted patients during ambulation and moved from one place to another by pushing wheelchairs.
- Followed rehabilitation and treatment care plans to accelerate patient recovery, minimize pain and optimize patient outcomes.
- Observed patient conditions compassionately, listened attentively and reported abnormal changes to supervisor verbally and in writing while also following up with patient.

Customer Service Representative, 09/2003 to 11/2006

Catholic Health Initiative – Bryan, TX

- Type customer information in system for prescription also fast fax information to doctors, answer inbound and outbound calls also made copies of scripts
- Direct customers where they need to go, clean the phones, stuff folders, answer customer questions.
- Provided outstanding service to new and long-standing customers by attending closely to concerns and developing solutions.
- Addressed inquiries, resolved customer issues and managed customer relations.
- Supported customer service goals and enhanced relations through friendly, knowledgeable and positive communication.
- Educated customers on special pricing opportunities and company offerings.
- Strengthened traceability by developing organization systems for client contracts, records, reports and agendas.
- Input client information into spreadsheets and company database to provide leaders with quick access to essential client data.
- Reviewed and updated account information in company computer system.
- Verified and logged deadlines in response to daily inquiries and requests.
- Communicated with coworkers regarding deadlines and project milestones.

MAIL CLERK, 07/2004 to 02/2005

Afs Acceptance – Orlando, FL

- Open envelopes by hand or machine. Stamps date and time on incoming mail
- Sort mail according to destination
- Type such as returned letters, adjustments, bills orders, and payments
- Readdress undeliverable mail bearing incomplete or incorrect address
- Examines outgoing mail for appearance and seals envelopes by hand or machine. Stamp outgoing mail by hand or with postage meter
- Fold letters or circulars and inserts in envelopes. Distributes and collect mail
- Weighs mail to determine that the postage is correct
- Keep record of registered mail.
- Placed letters in individual mail slots for internal staff pickup.
- Weighed items using electronic scale to calculate shipping costs.
- Applied appropriate postage to outgoing mail using postage machine or mailing labels.
- Loaded letters into automated processing equipment and maintained continuous flow when feeding letters to be sorted.
- Loaded mail into cart to prepare for interdepartmental delivery route.

Collections Agent, 12/1999 to 04/2001

Interim Healthcare – Morgantown, WV

- Negotiated rates with customers and entered payments into accounting system.
- Identified past due accounts and contacted account holders to arrange payment.
- Contacted customers and explained debt management to encourage timely debt payments.
- Updated account status records and collection efforts.
- Created repayment plans based on account holders' financial status and repayment abilities.
- Monitored accounts to identify overdue payments and pursue timely remedies.
- Recovered lost revenue by persistently reaching out to customers with past due accounts.

Scheduling Clerk, 04/1999 to 11/1999

University Of Kansas Medical Center – Topeka, KS

- Scheduled and confirmed appointments.
- Provided exceptional customer service through effective telephone communication and follow-ups.
- Delivered administrative support to team members by making copies, sending faxes, organizing documents and rearranging schedules.
- Made phone calls and sent emails to establish leads.
- Welcomed visitors upon entrance, answered inquiries and directed questions or appointments to appropriate personnel.
- Managed large volumes of daily outgoing calls while adhering to predetermined quotas.
- Drove sales objective by applying strong product and service knowledge on outgoing sales calls.

TEACHER AIDE, 08/1998 to 11/1999

CARLOW COLLEGE – City, STATE

- Assisted instructional staff with implementing lessons and activities for full classes and small groups.
- Supported classroom teachers by managing files, preparing materials and updating records.
- Supervised children on field trips to maintain safety and foster cultural learning experiences.
- Sorted and shelved books to help manage materials and free up teachers for more important work.
- Operated binders, sorters, folders, collators and other office equipment to facilitate administrative functions.
- Supervised children and participated with children in activities.
- Provided one-on-one assistance and tutoring to students requiring additional help.
- Handled clerical duties, managed classrooms and coordinated documents for teachers.
- Monitored students in class, hallways and cafeteria to supervise, enforce rules and support lead teacher.
- Helped teachers with material generation, lesson plan development, class preparation, scheduling, exam distribution and student mentoring.

Education and Training

Bachelor of Science: Register Nurse, 01/2024

CCAC BOYCE CAMPUS - MONROEVILLE PA

Associate of Arts: Hair Design, 01/2010

Empire Beauty School - Monroeville, PA

Associate of Science: International Business, 05/2003

Carlow College - OAKLAND PA

06/1998

Forbes Road Career and Technology Center - Monroeville, PA