

BENJAMIN F.LANGS

Phone 916-247-7053

Address 629 Lassen way,

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Roseville Ca 95678

PROFILE INFO

I am reliable and self-motivated, with more than ten years of customer service and administrative background as well as an Associate Degree in Social Science. Known for quick typing and eye for detail. Looking for a remote job where I can thrive while helping a company grow.

MY SKILLS

PERSONAL SKILLS

- Data entry
- MS office, Excel
- Phone etiquette
- Organizational and Time Management Skills
- Critical thinking and problem solving
- Detail-oriented

LANGUAGE SKILLS

English Native

Spanish Intermediate

REFERENCE

MARTIN REYES

MANAGER AT KAISER
PERMANENTE, RADIOLOGY
DEAPARTEMENT
916-534-9546

CURTIS LEHARDT

PHARMACY CLERK AT
KAISER PERMANENTE
916-719-3066

WORK EXPERIENCE

**APRIL 2017
- CURRENT**

PATIENT ACCESS REPRESENTATIVE KAISER PERMANENTE-

- Regulate and maintain patient appointment schedules for Radiology, Cat Scan, and Special Procedures keeping appointment levels at their optimum
- Follows up with appointment personnel to ensure that all schedule changes were completed in a timely and accurate manner
- Manage all incoming phone calls
- Look after various office files and provide general office filing support
- Be an asset to other administrative staff with support overflow work, including word processing, data entry, and Internet research tasks.
- Provide exceptional customer service

**NOVEMBER
2010-
MARCH
2017**

PHARMACY CLERK KAISER PERMANENTE

- Sell and process prescriptions to customers through pharmacy POS
- Answer phone, greeting customer
- Process prescriptions using computer software
- Processing refill request
- Monitor storage and inventory of OTC and supplies

**JULY 2009-
OCTOBER
2010**



**LEAD CLERK
WINCO-FOLSOM**

- Assist management with the operations of the store by performing clerk duties in the designated department
- Answer customer questions and complaints in a professional manner and assure all customers receive fast, friendly service
- Assists clerks by providing direction and leadership, demonstrating and performing clerk responsibilities and assigned tasks, and answering employee questions

MY EDUCATION

**DECEMBER
2022**



A.A. IN SOCIAL SCIENCE

- American River College
Sacramento, California

PRESENT

**TROUBLESHOOTING AND
DEBUGGING TECHNIQUES**