

**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**

• 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

08/2011

**Associate of Science: Medical Assistant**

South University - Distant Learning

**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