

GIANNA PROMISE FERNANDEZ

“Promise”

Los Angeles, CA

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OBJECTIVE

To secure a position where I can utilize my great customer service skills, medical knowledge as well as my laboratory experience

Authorized to work in the US for any employer

WORK EXPERIENCE

Customer Advocate, Carvana- Tempe, AZ

(Present)

- Provide great customer service to patients
- Use multiple applications within Citrix on a daily basis such as Salesforce, NICE XC, Confluence, Jira, Slack, and Zoom
- Create and resolve support tickets
- Educate customers about the company with passion
- Show empathy towards customer
- Provides clarity on the process of buying a car on Carvana.com
- Displays commitment to the customers by walking through the online car-buying process, step-by-step however long it takes, and help them place their order
- Anticipate on what the customer is calling about and be one step ahead in providing answers
- Answer inbound calls
- Make outbound nature calls to third party leads

Customer Service Representative, MedImpact- Tempe, AZ

(October 2020-January 2021)

- Abided by HIPAA and keep information confidential
- Handled Pharmacy Benefits
- Take calls from clients, pharmacies, and providers
- Took care of callers needs in a kind manner
- Handled Prior authorizations, overrides if necessary
- Call logging

Pharmacy Tech Trainee, Walgreens- Scottsdale, AZ

(July 2020-December 2020)

- Provide great customer service to patients
- Abide by HIPAA and keep patient information confidential

- Register patients into Walgreens system
- Input patient insurance into Walgreens system, making sure information is current
- Input/type prescription drop-offs into computer -
- Fill prescriptions under the supervision of pharmacist

Overnight Specimen Accessioner, LabCorp- Phoenix, AZ
(July 2019-November 2020)

- Abide by HIPAA and keep client information confidential
- OSHA trained
- Handled specimens with care
- scan tests into our system efficiently, analyzing and correcting any discrepancies
- data entry
- wear proper PPE

Overnight Shift Supervisor Creative Care -
Woodland Hills, CA

June 2018 to July 2020

- Checks on clients to make sure they're safe; 30-minute visual checks
- Checks in with other employees to make sure they're doing their job
- Provides emotional support for client during their time of detox and treatment
- Dispenses meds, keeping a close eye that client does not "tongue," "palm," or "cheek" medication
- Files paperwork and documents client behavior and progress
- Upon client admission: performs searches, obtains vitals, UA and BAC results
- Upon client discharge: returns all belongings, makes sure client has means of transportation
- Makes sure the facility is neat and tidy
- Transport clients
- Writes the overnight staff report; gives oral report during shift change

Certified Nursing Assistant, Tarzana Treatment Center -
Tarzana, CA

2018 to August 2019

- Took patients' vitals
- Observes drug withdrawal/detox symptoms
- Inputs information into computer April
- assisted with ADLS for incontinent and/or handicapped patients

Certified Nursing Assistant, Thousand Oaks Healthcare/Stoney Point Healthcare Center
April 2018 to August 2019

- Reported to the charge nurse
- Took patients' vitals
- Observes drug withdrawal/detox symptoms
- Inputs information into computer
- assisted with ADLS for incontinent and/or handicapped patients

- Charted the residents' ADLs, vital signs, intake, output, urinary voiding, bowel movements, and continence/incontinence
- Changed briefs when needed, repositioned residents every two hours or as needed

Assist. Store Manager, Papyrus -

Thousand Oaks, CA

August 2017- August 2019

- Trusted with the responsibility of managing the store alone
- Trusted with the responsibility of handling cash
- Built relationships and communication with customers
- Left a “good morning” letter to the opener the next day, updating them about how the rest of my shift went; similar to how a C.N.A. reports to the skilled nurse

Bookseller/Cashier, Barnes and Noble - Calabasas, CA

May 2016 to August 2018 Calabasas, CA

- Maintained customer focus using interpersonal skills to ensure that all the customers were satisfied
- Trusted with the responsibility of handling cash and going to the bank
- Bounced from customer service, to cashier, to cafe, to receiving, conveying my skills to adapt easily to - different tasks
- Sold the most memberships in March 2018

Cashier, Janss Mall Touchless Car Wash - Thousand Oaks, CA

March 2016 – July 2017

- Interacted with customers in a fast paced environment
- Balanced cash drawer and processed cash and credit card transactions

Sales Associate, Qrew - Thousand Oaks, CA

March 2013-April 2016

- Helped customers
- Recited company return policy at the register
- Handled cash responsibly
- Censored and tagged new shipment
- Loss prevention

EDUCATION

Rio Salado College, Cyber Engineering

Los Angeles Pierce College, AA in Criminal Justice, AA Chemistry June 2018

CPR American Heart Association, Certificate, March 2020

CCAPP , Credential, April 2020

JVS HealthWorks, Los Angeles, CA, Certificate, April 2018

Annenberg School of Nursing, Reseda, CA, Certificate, April 2018

Adolfo Camarillo High School, Camarillo, CA, Diploma June 2013

