

# Samantha Irwin

Self-motivated, dedicated and focused individual looking to use technical and customer service skills to support co-workers and clients as an office assistant.

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## EXPERIENCE

### **WA State DSHS, Everett, WA — Independent Provider**

November 2018 - Present

Patient/client confidentiality, scheduling doctor appointments, patient ADL care, charting and imputing care and information, working with patients outgoing and incoming calls, keeping patients calendar, finding community resources for patient, pain management, driving.

### **Amazon, Everett, WA — Amazon Associate**

August 2019 - Present

### **T-Mobile, Stanwood, WA — Mobile Expert**

December 2019 - May 2019

Answered phone calls and made outgoing phone calls, scheduled appointments for customers, filled out paperwork for sales, inventory and claims, checked inventory, fixed phone problems for customers, data transfers, worked in different systems on the computers and tablets, kept track of delivery dates for outgoing and incoming packages, pitched customers on what type of product they were looking to buy and completed sales.

## EDUCATION

### **Everett Community College, — Pre Reqs for Business Degree**

November 2017 - November 2018

Computer Literacy, Keyboarding Speed and Accuracy, Service Essentials for Business, Business Communications, Excel, Records Management, Introduction to Microsoft Word.

### **Cornerstone Healthcare Training, — HCA Certificate**

September 2017 - November 2018

### **Pima Medical Institute, MA Certificate (Not Complete Yet)**

- Front and back medical office support. Charting and scheduling.
- Phlebotomy.
- HIPPA laws and patient confidentiality.
- Medical terminology.

## SKILLS

- Organization and Time Management

- Written and Verbal Communication

- Accuracy and Attention to Detail

- Knowledge of Relevant Software

- Able to work independently with minimal direction

- Highly developed interpersonal skills, using tact, patience, and courtesy

- Type at least 50 words per minute

- Strong and accurate data-entry skills

- Experience with scheduling meetings for management

- Knowledgeable about troubleshooting IT issues

- Excellent verbal and written communication skills

- Familiarity with using basic office equipment, such as copiers, fax machines, and scanners

- Exceptional phone etiquette

