**Juliann M Thomson**

[julirory0808@gmail.com](mailto:julirory0808@gmail.com) (425) 321-7996

**OBJECTIVE**

I am a dependable and professional worker looking for new opportunities in an administrative roll. I hope to find a job that I can apply my organization skills and attention to detail to become a productive part of a team.

**EDUCATION**

Everest College, Everett, WA

Medical Assistant program Diploma March 2011

* **­Dean’s List 4.0**
* **Leadership Igniter Ambassador**
* **Chosen to be MA class speaker at graduation**

­Mountlake Terrace High School, Mountlake Terrace, WA

* ­Lettered in Academics, Diploma

**WORK EXPERIENCE**

**Premera Blue Cross,** Senior Customer Service Rep **2017-2021**

* Answer calls from an incoming call center
* Review member benefits / answer member questions
* Call Other insurance companies and doctor offices to resolve discrepancies on claims and benefits
* Answer member questions about claims process
* Notate call information in computer system

**Proliance Surgeons** 2011-2017

**Proliance Eastside ENT,** Certified Medical Assistant

* In charge of surgery scheduling, paperwork, authorizations
* Promptly room patients, take vitals, charting in EMR
* Stocking, cleaning and organizing exam rooms
* Sterilizing instruments and maintaining autoclave
* Run CT Scans- preform daily and monthly calibration of machine
* Set up for minor office procedures

**Proliance Eastside Surgery Center**, Surgical Service Assistant

* Help Sterilize O.R. between cases
* Assist with set up of cases
* Stock and maintain supplies for surgeries

**Virginia Mason,** Medical Assistant 2010 - 2011

*Successfully completed 160 hour externship*

* Promptly room patients, take vitals, charting in EMR
* Responsible for EKG’s, injections and suture removal
* Stocking, cleaning and organizing exam rooms

**18th Street Deli,** Cashier 2009 - 2010

* Trusted with cash handling and daily deposits
* Excellent people skills and the ability to multitask

**Cashmere Valley Bank,** Teller 2007 - 2009

* Responsible for money handling up to $40,000 per day
* Excellent communication skills when dealing with several customers
* Client Confidentiality pertaining to all documents and transactions

**Olive Garden,** Server/ Hostess 2006

* Positive Attitude when serving customers
* Multitasking with ability to accurately take orders

**Simrad,** Receptionist 2005 - 2006

* Multi-line Phone Skills with a 10-line phone in a busy office
* Company mail outs, faxes and filling skills

**SKILLS**

|  |  |
| --- | --- |
| * Excellent people skills | * Thrives on helping to solve problems |
| * Strong attention to detail | * Driven to produce quality work |
| * Skilled at power point | * Superb communication skills, verbal and written |