

# Fayane Jean

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## Work Experience

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### **Call Center Representative**

Advanced Dermatology and Cosmetic Surgery - Maitland, FL  
June 2022 to Present

- Scheduling patients for various offices across the country
- Loading and updating insurances
- Transferring patients to the correct departments

### **Call Center Agent**

DialAmerica - Orlando, FL  
March 2021 to June 2022

- Answering questions regarding the offer customers received in the mail.
- Filling out application over phone for credit cards.
- Answering customer questions regarding credit cards and their account.
- Transferring customer to the right department.

### **Server**

Lake Port Square - Leesburg, FL  
March 2021 to June 2021

- Prepped breakfast and lunch
- Took and memorized orders
- Handled a high volume of customers regularly
- Served food
- Cleared tables

### **Server/Waiter**

Canterfield of Ocala - Assisted Living - Ocala, FL  
February 2020 to March 2021

- Satisfied Residents by topping off drinks and anticipating condiments, napkins and other needs.
- Arranged place settings with fresh tablecloths, tableware and flowers to beautify table.
- Restocked nonperishable food items, condiments and napkins to keep pantry well-supplied.
- Assisted Residents in selecting appetizers, entrees and desserts and recommended alternative items for food allergies and gluten intolerances.

### **Sales Associate**

Burlington Stores - Ocala, FL  
October 2019 to January 2020

- Arranged new merchandise with signage and appealing displays to encourage customer sales and move overstock items.

- Maintained knowledge of current promotions, exchange guidelines, payment policies and security practices.
- Answered incoming telephone calls to provide information about products, services, store hours, policies and promotions.

### **Belk Sales Associate**

Belk - Ocala, FL

October 2018 to May 2019

- Arranged new merchandise with signage and appealing displays to encourage customer sales and move overstock items.
- Maintained knowledge of current promotions, exchange guidelines, payment policies and security practices.
- Answered incoming telephone calls to provide information about products, services, store hours, policies and promotions.

## Education

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### **Certification in full stack web development**

University of Central Florida - Orlando, FL

October 2022 to April 2023

### **Associate in Arts (AA) in Foreign languages**

College of Central Florida - Ocala, FL

August 2019 to April 2022

### **Certification Course in Phlebotomy**

Taylor College - Belleview, FL

August 2019 to September 2019

### **High school diploma in n/a**

West Port High School - Ocala, FL

August 2015 to May 2019

## Skills

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- POS
- Serving Experience
- Organizational Skills
- Restaurant Experience
- Food Safety
- Customer service
- Microsoft Word
- Typing
- Medical Scheduling
- Medical Office Experience
- Web Development

- CSS
- JavaScript
- HTML5
- User Interface (UI)

## Languages

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- Haitian Creole - Intermediate
- Japanese - Intermediate
- Mandarin - Beginner
- French - Beginner

## Assessments

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### **Administrative assistant/receptionist — Familiar**

December 2021

Using basic scheduling and organizational skills in an office setting

Full results: [Familiar](#)

### **Work style: Reliability — Highly Proficient**

January 2022

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Highly Proficient](#)

### **Customer service — Highly Proficient**

January 2022

Identifying and resolving common customer issues

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.