

# JESSICA JEYANTHIRAN

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**Job ID: J0221-0589**

## QUALIFICATIONS

- 3+ years demonstrating exceptional customer service by problem solving patients' concerns and promoting health education through phone, email and in person while building patient rapport
- Dedicated team player who can also work independently to collectively fulfill the needs of patients in a high-volume, fast-paced clinic to ensure personable service
- Quality administrative skills established in data entry and composing reports using strong knowledge of Microsoft Office and developed skills in medical record systems
- Exceptional organization and task management displayed attending to patients/visitors while meeting deadlines and timely finding replacements for absent staff
- Strong typing skill with ability to accurately type 45 words per minute and conversational proficiency in Tamil

## WORK EXPERIENCE

### **Surgical Coordinator**

(January 2020 - Present)

Clarity Eye Institute, Scarborough, ON

- Exceptional customer service skills displayed while conducting consultations with patients in office and over the phone of pre-operative and post-operative care in a busy, multi-cultural eye care clinic
- Proficient use of OSCAR and NOVARI EMR to schedule eye surgeries in various surgical locations and for several different doctors, create booking forms and properly complete respective documentation while meeting appropriate deadlines
- Identified and triaged medical concerns of individual patients in preparation for surgeries using strong problem-solving skills and address concerns through developed knowledge of post-operative symptoms

### **Pharmacy Assistant**

(December 2018 – October 2019)

Pharmasave - Upper Village Pharmacy, Markham, ON

- Advanced attention to detail promoted while accurately dispensing medication, preparing Blister packs and entering prescription data into Kroll workflow system
- Strong oral and written communication skills developed in greeting patients in person and over phone
- Answered general over the counter medication inquiries from patients based on acquired knowledge, referred patients to Pharmacist when necessary
- Orderly maintenance of pharmacy inventory achieved using control systems, and confidentially filed patient information

## OTHER RELEVANT EXPERIENCE

**Receptionist**, Chartwell Gibson LTC Residence, North York, ON

(July 2018 – January 2020)

**Receptionist**, Warden Optometry, Markham, ON

(February 2016 - October 2016)

**Yearbook Editor-In-Chief**, Dr. Norman Bethune Collegiate Institute, Scarborough, ON

(September 2016 - June 2017)

## EDUCATION

**Coding Bootcamp**, University of Toronto School of Continuing Studies

(February 2021-August 2021)

**Medical Terminology**, Centennial College

(October 2019 – January 2020)

**OSSD**, Dr. Norman Bethune Collegiate Institute

(September 2013 - June 2017)

**\*References available upon request**