

# KELLY R. CANO

(909) 735-7174 | krcano2001@gmail.com

## Skills Summary

- Responsible, dependable, hardworking, and patient
- Strong interpersonal and communication skills
- Knowledge of Microsoft Word, Excel, and Outlook 2016
- Quick and eager to learn
- Ability to type 41 WPM
- Ability to use good judgment when handling high volume work-loads
- Strong ability to prioritize and manage heavy workloads and work well under pressure
- Willingness to stay current with relevant technology and innovation
- Excellent team player and thrives in teamwork situations
- CPR Certified since 2021

## Education

***Gorman Learning Center, Redlands, CA***

**Graduated:** May 2019

**GPA:** 4.0

**Honors:** GATE student, CJSF honoree, Honor Roll, Academic Excellence Award

# Experience

## ***Redlands Community Hospital | Redlands, CA***

### ***COVID Vaccine Call Center/ Registration Support | March 2021-Present***

- Demonstrates courtesy and helpfulness toward all patients
- Answer patient calls, inquiries and assist patients in making new vaccine appointments
- Changes or cancels appointments as necessary
- Accurately note patient information according to confidentiality standards and HIPAA requirements
- Input Patient Data into Redlands Community Hospital database using Microsoft Excel and the AXS app
- Create accounts for the registration of patients including the gathering of insurance information
- other duties as assigned by the director of admitting

**References: Physical Therapist Business Lead-Nikki Barkely (909)520-5032,**

**Director of Admitting-Christina Fuentes (818)470-7699**

## ***Riverside City College | Riverside, CA***

### ***SCRIBE | January 2021-March 2021***

- Assists RCC students by attending their class on a regular basis and makes clear comprehensive notes
- Maintains frequent communication with students through email correspondence
- **Reference: Disability Specialist-Victoria Macdonald (951) 222-8792;**  
**[victoria.macdonald@rcc.edu](mailto:victoria.macdonald@rcc.edu)**

## **Redlands Community Hospital | Redlands, CA**

### **VOLUNTEER AUXILIARY GIFT SHOP SUPPORT | October 2019 – June 2021**

- Displays merchandise in an attractive manner
- Pricing of Merchandise
- Greets customer as they come and go
- Stocking and restocking of merchandise

**Reference: Volunteer Services Director- Cherie Towers (909) 307-5077**

## **Redlands Community Hospital | Redlands, CA**

### **VOLUNTEER SERVICES RECEPTIONIST | October 2019 – June 2021**

- Greet and assist public with inquiries
- Performs clerical duties such as answering phones, filing, and data entry of volunteer management and patient inquiries
- Assists in coordinating support for special events
- Supports Director and Coordinators with various tasks and requirements and other duties as assigned

**Reference: Volunteer Manager- Julie Ellis (909) 335-5525; [JEE1@redlandshospital.org](mailto:JEE1@redlandshospital.org)**

## **Redlands Family Daycare | Redlands, CA**

### **DAYCARE ASSISTANT | December 2016 – March 2020**

- Assists in providing care for children 6 months to 5 years of age.
- Provides and instructs preschool learning activities for the children.
- Ensures the physical and emotional safety and well-being of the children attending day care.

**Reference: Toni Demeo (909) 227-9261**

## **Additional Volunteer Activities**

- Read Bible based literature to the Highland Care Center of Redlands residents
- Assisted at Bella Vista Ranch to provide care for horses
- Insulation in ceiling for Kingdom Hall using safety harness and scaffolding.
- Duct sealing for HVAC vents

## **Personal References**

**Monica Kreischer**

**SCE - Senior Agency Coordinator**

**909-573-3131**

**[monica.j.kreischer@sce.com](mailto:monica.j.kreischer@sce.com)**

**James Kreischer**

**So Cal Gas - Transmission Project Manager**

**818-960-8210**

**[jkreischer@semprautilities.com](mailto:jkreischer@semprautilities.com)**

**Michael Ramos**

**So Cal Gas – Automated Resource Tool Administrator**

**951-203-8020**

**[mwramos@semprautilities.com](mailto:mwramos@semprautilities.com)**