

# Kristine J. Horton

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## Technical Skills

**Languages learned:** HTML, CSS, JavaScript, jQuery, and AJAX.

**Applications:** Github

**Technologies:** Bootstrap 4, jQuery, Node

### Professional Skills:

- Positive attitude; willing to do whatever it takes to get the job done.
- Works well independently or as a team; adjusts to a wide variety of personalities.
- Computer and organizational skills with attention to detail; multi-tasking to meet deadlines.
- Problem solving with clients; actively listens to concerns/needs; maintains confidentiality.
- Strong verbal and written communication skills, includes public speaking and interpersonal relationships.

## Employment Experience:

**Allstate:** Cheyenne, WY

*Sept. 2014-July 2020*

**Claims Service Specialist II:** Take incoming calls from various customers and businesses. Answer questions regarding claims, coverage and rental vehicles. File vehicle and property claims for customers to restore their lives.

**Mitchell's Bar-B-Que:** Cheyenne, WY

*April 2014 – Sept. 2014*

**Shift Supervisor:** Organize crew to greet/serve guests coming into restaurant and take phone orders. Make sure guests are served promptly. Help crew maintain positive attitude to ensure guests are happy. Train crew to clean/close store. Balance cash/credit card transactions daily; deposit receipts into vault nightly. Close and lock store.

**Sam's Club:** Cheyenne, WY

*February 2013 – April 2014*

**Competitive Marketing Associate:** Ensured price changes were posted daily throughout the store. Did comparison price shopping at various businesses throughout the city.

Prepared membership benefit documents. Fulfilled both online and faxed orders.

**Overnight Merchandiser:** Maintained clothing merchandise while keeping orderly appearance of stock. Rotated stock as required. Promoted from Overnight Merchandiser to Competitive Marketing Associate.

**Tobacco Cashier:** Assist members with tobacco products/merchandise; checking them out. Also assisted in zoning throughout the store.

**Produce Merchandiser:** Kept sales floor stocked; rotated produce for freshness. Answered member questions and help locating items in the club.

In addition to all the positions I held while at Sam's Club, I routinely helped throughout the store in other departments whenever I was needed.

**Express Employment Professionals and Adecco;** Cheyenne, WY April 2012 – February 2013  
**Associate, Various Temporary Assignments/Responsibilities:**

**State of Wyoming Archives:** Answered phones, met people and directed them to proper place. Also works as a volunteer.

**Reception - Technical School:** Answered multi phone line system, transferred calls and scheduled appointments for massage clinic. Created and processed documents for staff and potential students.

**Ophthalmologist's Office:** Answered multi phone line system, scheduled patient appointments. Checked patients into office, updated patient information, maintained confidentiality. Filed charts and paper work for future use. Created and processed documents for office use.

**Wyoming Health Fair:** Laramie/Cheyenne, WY *October 2009 – May 2012*

**Phlebotomist:** Followed OSHA policies and HIPAA regulations while drawing blood from patients; also administered flu shots. Used strong customer service skills to ensure patients were comfortable and understood procedures; answered questions.

**Startek:** Laramie, WY *October 2007 - October 2009*

**Data Entry Technician:** Trained new employees, 3-5 new hires. Established new guidelines while training new employees. Maintained large data base known as Local Carrier Billing Systems of customer phone records with Bellsouth and other phone companies. Researched and did trouble-shooting to provide solutions for client's specific needs.

**Alegent Health Bergan Mercy Medical Center:** Omaha, NE *April 2005 - July 2007*

**Phlebotomist I/II:** Assisted training new hires. Drew blood samples from patients with all types of health issues. Developed skills to help people in difficult situations in multiple areas of the Medical Center. Promoted to Phlebotomist II.

**Lowe's Home Improvement:** Cheyenne, WY / Omaha, NE *January 2004 - April 2005*

**Cashier:** Provided customers with service to locate various items, and cashiered.

**United Blood Services:** Cheyenne, WY *January 2000 - June 2003*

**Donor Technician I:** Maintained donor records, scheduled donations, interviewed donors to determine eligibility and drew blood from donors. Maintained confidentiality in all records processed. Researched medications and medical conditions to ensure compatibility with procedures to determine donor eligibility.

## Education

**Full Stack Web Development Bootcamp-** Currently attending University of Washington's full stack bootcamp. The program will conclude February of 2021.

**Bachelor of Arts, English-** University of Wyoming, Laramie, WY