**Vanessa raymond**

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**Summary**

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|  | **I have been in customer service for 15 years now in all different settings. Customer service is providing services to your clients. From food industry to nursing assistant. I have demonstrated outstanding customer service in all companies I have worked for. I strive to be the best I can be in all that I do. I am excited to bring my excellent customer service to your company.** |

**Experience**

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| **10/2015- Present** | **Medical Receptionist, *Pacific Rim Outpatient Surgery Center***   * **Greet and check in patients upon arrival, processed payments, professionally handle multi-line phone systems, register patients with AdvantX, input changes to the forms in all charts with Excel and Adobe, make the front desk employee schedule. Build and break down charts, put together printed packs for each patients charts, help in Medical records.** |
| **02/2015-09/2015** | **Medical Receptionist, *Northwest Walk-In Health Clinic***   * **Greet Patients. Verify Insurance. Make new and update charts using Medisoft. Break down charts and file them in correct filing system.** |
| **03/2011-06/2015** | **Barista and Host Cashier,   Silver Reef Casino**   * **I greet Customers, Get them whatever it is they are asking for, and cash them out. Provide Customer service and Hospitality.** |
| **3/2010-3/2011** | **Lead Med Tech,  Summit Place**   * **I was responsible for giving all the residents their prescribed medications at the scheduled times. This included, pills, patches, eye drops, blood glucose checks and insulin. I was also responsible for inputting new med orders and new meds from the pharmacy, writing up resident incidents, faxing Physicians, and scheduling appointments for the residents.** |
| **3/2009-3/2010** | **NAR and Med Tech,  Highgate Senior Living**   * **I was responsible for giving all the residents their prescribed medications at the scheduled times. This included, pills, patches, eye drops, blood glucose checks and insulin. Assisting residents with their everyday living.** |
| **10/2007-11/2008** | **Server, Silver Reef Casino**   * **Server customers their orders. Serve customers their beverages. Greeting Customers. Waiting on customers.** |
| **9/2006-9/2007** | **Beauty Advisor, *Estee Lauder, Macy’s***   * **Started as a Divisional, then started to get 90 % of sales. So then I bumped up to Beauty Advisor for the Estee Lauder Counter. There I helped Women from teens to elder years feel better about themselves through, covering and repairing their blemishes.** |
| **7/2000-8/2006** | **Shift Manager, *McDonalds***   * **My responsibilities as a swing manager included being accountable for cash deposits, floor control, customer satisfaction, hospitality and product quality. I was also accountable for food costs and labor costs to a certain degree.** |

**Education**

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| **2014-2015**  **1999-2003** | **Medical Reception Certificate, *Bellingham Technical College***  **High School Diploma,  Oelwein High School** |

**Skills**

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|  | **I am familiar with all Microsoft Office (Word, Excel, Access, Power Point)**  **All my previous experience has been face-to-face customer service.**  **I am experienced in working with the software Medisoft and AdvantX**  **CPR trained**  **Employee scheduling** |  |