bOBBIE jO PEARSON

1304 Foster Street River Falls, WI 54022 715-808-3742 bobbiepearson22@hotmail.com

Summaryof qUALIFICATIONS

* Team Oriented *●* Medical Office Procedure ● Organizational Skills
* Strong Customer Service ● Microsoft Word ● Excellent Communication skills
* Telephone Skills ● Microsoft Access ● Respect and maintain confidentiality
* Epic ● Microsoft Excel ● Adaptability and flexibility
* Medical Terminology ● Microsoft Outlook ● Professional image

EDUCATION

*Wisconsin Indianhead Technical College*

*Associates Degree, Medical Administrative Specialist 08/2014-05/2016*

*Employment History*

Communication Clerk Casual, Lakeview Hospital Stillwater, MN 5/20/2016-Present

* Operate telephone switchboard to answer, screen, or forward calls, providing information, taking messages
* Greet persons entering establishment, determine nature and purpose of visit, and direct or escort them to specific destinations
* Hear and resolve complaints from customers or the public
* Document and keep records

Care Coordinator Externship, Bluestone Physicians Services Stillwater, MN

2/1/2016 — 3/17/2016

* Maintained updated client records with plans, notes, forms, or related information
* Maintained, updated clients with appropriate forms or related information
* Contacted clients by mail or phone to ensure they have done recommended forms and care
* Distributed information/ welcome packets to the clients and family members

Cashier, Walmart New Richmond, WI

10/27/2014 — 3/12/2015

* Greeted customers coming into establishment
* Receive payments by cash, check, credit cards, vouchers, or automatic debit
* Issue receipts, refunds, credit, or change due to customers
* Assist customers by providing information and resolving their complaints

Team Assembly Prostaff Burnsville, MN

4/8/2013 — 10/20/2014

* Perform quality checks on product
* Package finished product and prepared finished product for shipping
* Rotate through all tasks required production process
* Review work orders to ensure work was performed according specifications

Material Expeditor, Parnuclear Shoreview, MN

10/22/2012 — 3/15/2013

* Conduct need assessments to identify documents needed by clients
* Consult with clients regarding problems with approvals heat wield jobs
* Arrange for expedite on flow of material approval to meet production schedules
* Confer with department heads on what changes need to done

Disenrollment, Simply Staffing Untied Health Care Eau Claire, WI

9/26/2011 — 11/18/2011

* Answered clients questions about benefits
* Verify member’s eligibility in an active insurance policy
* Initial procedures to terminate assistance, if meet requirements
* Document actions taken in clients records so others know what actions were taken

LEadership

* Volunteer, Sunday School Teacher, River Falls, WI
* After School Program, Mission Education Committee Member, River Falls, WI

PROFESSIONAL ORGANIZATIONS

* Business Professionals of America two years
* Business Professionals of America, *Secretary*, One Year
* WITC Student Senate Delegate for One year

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**Yvonne Benson, *Supervisor***

715-222-2555

*Co-owner* of Lunds Hardware knows for 15 years

Lunds Hardware

201 South Main Street

River Falls, WI 54022

**Chris Myers, *Pastor***

715-441-2497

Pastor of First Congregational Church know for ten years

First Congregational Church

110 North Third Street

River Falls, WI 54022

**Kelly Sylte, *Instructor***

715-246-6561 ext. 4206

*Instructor* at Wisconsin Indianhead Technical College known for two years

Wisconsin Indianhead Technical College

1019 South Knowles Ave.

New Richmond, WI 54017

**Chris Quicksell, *Human Resource Generalist***

651-209-7763

Human Resource Generalist known for three months through internship

Bluestone Physician Services

270 Main Street North # 300

Stillwater, MN 55082