

# Marco Wadea

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## EXPERIENCES

### **Dr. Ahab Gabriel, Bayonne NJ— Medical Office Assistant**

06/2018 - 09/2018

- Scheduled patient appointments and cultivated partnerships with managed care organizations, hospitals and insurance carriers to ensure swift payment and issue resolution.
- Communicated with patients via phone, email and in person to obtain payments on outstanding accounts or accounts requiring deductibles or co-pays.
- Assisted with referrals and prepared medical records for patients.
- Escorted patients to examination rooms and prepared them for physician exams.

### **Way-To Go Agency, Bayonne NJ— Server**

01/2018 - Current

- Trained new employees on proper food handling, guest expectations and restaurant protocols.
- Ensured tables were kept neat, cleared away dirty dishes, wiped down surfaces and refreshed glasses.
- Ensured full guest satisfaction at all points during dining experience to promote customer satisfaction and loyal base of business.

### **Domino's Pizza, Bayonne NJ— Assistant Store Manager**

06,2017 - 01,2018

- Replenished merchandise, welcomed customers, responded to questions and maintained the overall presentation of store.
- Conducted analysis to address productivity and employee needs which resulted in improved employee morale.
- Handled all scheduling for store shifts to ensure proper staffing at all times.
- Addressed customer issues to ensure swift and successful resolution.

## SKILLS

- Sales techniques
- Payment processing
- Bussing expertise
- Knowledge of medical terminology
- Patient relations
- Staff training and development
- Program development
- Diabetes management
- Wound cleaning/care expertise
- Sales strategies
- Issue resolution
- Employee training

## LANGUAGES

Arabic, English

## EDUCATION

### **New Jersey Institute of Technology, Jersey City NJ —** *Associate Degree in Computer Science*

09,2017- Current

- Major in Computer Science
- 3.3 GPA