

Lisa Wilson

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JOB OBJECTIVE: Seeking an entry-level position with an organization that will allow me to utilize my professional working skills and to grow both professionally and personally with the Organizational Mission. _____

PROFESSIONAL EXPERIENCE

December, 2014 - Present

Jetson TV & Appliance Centers, Accounts Payable, Ft Pierce, FL

- Answer incoming calls and direct them to appropriate department
- Prints company invoices and matches them with the correct receiving order
- Enters these invoices into the computer system for payment
- Print out daily reports
- Fill in for receptionist on switch board ,lunch , breaks

November, 2011- January, 2012

Spherion Customer Service Representative, (Temp), PSL, FL

- Answer incoming calls and conducted outgoing call to patients
- Assisted with refilling customer's medication
- Retrieved insurance and billing information from customers
- Maintaining HIPPA Laws according policy and procedure
- Enrolling patient in RX plan

August, 2008- Present

VIP America, Contracted Nursing Assistant, Omini Healthcare, Visiting Nurse Association, Nurse's Touch Health Care, Stuart, FL

- Prepared meals according to Physician's Order
- Preparing and Administering medication
- Assisted patient with maintaining personal hygiene
- Assisted with necessary household duties.
- Documented patient's daily activities according to facilities policies and procedures.
- Assisted with transporting patients to and from daily appointments.

November, 2006-August, 2007

Carney Group, Customer Service Representative (Temp) Blue Bell, PA

- Developed ability to work in fast paced atmosphere
- Maintained excellent customer relations and developed customer rapport
- Resolved customers' complaints
- Maintained high customer service requirements

May, 2006-October, 2006

Family Dentistry Cosmetics, Dental Assistant Norristown, PA

- Sterilized dental equipment, Developed Film X-Rays
- Scheduled appointments
- Maintained accurate patient records according organization policy and procedure
- Clean and prepared operatory room for surgical procedures

August, 2004-May 2006

Arrow Pool Service, Administrative Assistant Norristown, PA

- Provided administrative support
- Communicated closely with Pool Technicians
- Maintained all record-keeping
- Answered all incoming calls
- Assisted customers with their pool needs

February, 2004-August, 2004

Bettinger Company Customer Service Rep (Temp) King of Prussia, PA

- Maintained customer service and consistently met quotas
- Maintained customer relations and resolved complaints
- Maintained and implemented company policy and procedure according to company standards.

EDUCATION

**ACADEMY OF PRACTICAL NURSING
WEST PALM BEACH, FL**

March, 2008

Nursing Assistant Training Academy
Vero Beach, FL
40 hours of clinical

January, 2007

CHI Institute, Dental Assisting School
Bromall, PA
300 hours externship

SKILLS

Microsoft Office
Microsoft Windows
Word Perfect
Telephone Skills
Medical Terminology

Filing/Editing
Typing (35+wpm)
Customer Service
Office Procedures
Conducting Vital Signs

CERTIFICATIONS

Adult CPR
HIV
Home Health Aide
Medicine Assist
End of Life (Hospice)

First Aid
Blood Pathogen
Domestic Violence
Alzheimer's
C. N. A. training-certification eligible

REFERENCES

Available upon request