**Pablo A.** **Benjumea**pbandres1791@gmail.com

(239) 214-1718

# EDUCATION

|  |  |
| --- | --- |
|  | * **2018 Florida Southwestern College**   Associate in Science in Computer Programing Analyst Certifications  * **2018 Florida Southwestern College**   Certificate in Information Technology Specialist   * **2018 Florida Southwestern College**   Certificate in Computer Support Specialist   * **2018 Florida Southwestern College** * Certificate in Computer Programming * **2017 Florida Southwestern College**   CPR Certification |

# WORK EXPERIENCE

**2015 – Present Cape Coral Hospital Cape Coral, FL**

*Patient Transporter*

* Provides safe, reliable transportation for patients
* Works in high pace environment to guarantee patients are on time for proper treatments
* Provides excellent customer experience to patients and family members
* Provides excellent teamwork with my employees
* Provides excellent computer skills using healthcare software called EPIC
* Trains new employees on routine procedures and register protocols

**2012-2013 Florida Southwestern College Fort Myers, FL**

*Customer Service Representative- Continue with Education Department*

* Provided exceptional customer service. Provided information regarding the different Continue with Education programs and assisted students through the onboarding process.
* Implemented new strategies daily to meet everchanging quotas and goals set by management
* Created different PowerPoint presentations for leadership to use. Used Microsoft word to create different projects such as projects proposals, templates, and templates
* Developed and implemented efficient inventory management programs using excel spread sheets.

**2011-2012 Florida Southwestern College Fort Myers, FL**

*Customer Service Representative- Financial Services Department*

* Responded to in-person, phone and email inquiries and requests for account balances, account status and refund activities from student inquiries in a professional and timely manner
* Used excel to for different financial projects and initiatives.

# Volunteer

**2010-2011 Cape Coral Hospital Cape Coral, FL**

**Nuclear Radiology Department**

* Transported patients to the radiology department and around the hospital.
* Assisted in different frond desk duties including entering patient information into a database.

**2008-2009 Central Supply Department**

* Responsible for cleaning and disinfecting different medical equipment.

# SKILLS

|  |  |
| --- | --- |
|  | * Fluent in English and Spanish * 5+ years of customer service experience * Advanced level of proficiency on: Management, EPIC, Microsoft word, Excel, PowerPoint, Access, Visio * Computer languages: Python, C#, Java, PHP, Html, CSS, and SQL |