

Alicia Craig

Hard working, Dependable, love to learn new things daily

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Work Experience

Transportation Driver

Your Golden Transportation - Pontotoc, MS

January 2021 to August 2021

I'm currently driving for this transportation service. I work very long hours. I get up at 2:30 some mornings and don't get home until 7 or 8. Sometimes I leave around 3 or 4 a.m. and still get home late. I drive patients to and from their appointments. We travel all over from Memphis to Alabama.

Phlebotomy

Panama City Beach, FL

February 2020 to July 2020

I have finished the course waiting to take nationals on the 25th of this month. I am eager to start my new career. I've noticed everywhere I've applied needs one year experience. I just need someone to help me get a job so that I can get experience. I'm dedicated, dependable, reliable, hard worker, listener, understanding, caring, loving, genuine person, and so much more. Please help me to get started.

Front Desk Agent Lead

Royal American Hospitality - Panama City Beach, FL

April 2019 to January 2020

Answered multiple calls a day. Had to deal with complaints all day and maintain a good attitude. Worked with V12. Went to several different condos to purchase parking passes and wristbands. Checked people in and or out of their room. Made sure I had a smile on my face even when it was extremely hard to do.

Medical Records Clerk/Receptionist

HealthPointe Medical Group - Panama City Beach, FL

January 2017 to May 2018

I started out in medical records and ended up in the insurance department. Answering phones, faxes medical records to other rd offices, checking insurance, verification of insurance, calling other insurance companies, writing our super bills for our doctors in our clinic.

Team Leader

Swept Away - Pontotoc, MS

May 2015 to May 2017

Had my own cleaning company. Very hard work. I did spring cleaning, regular cleaning, yard work. Anything and everything they asked me to do.

Data Entry

Helix management - Panama City Beach, FL

April 2008 to September 2015

We took dna test from patients. Sent them off to different labs. When we got the results back we had to type up the information the doctor provided. It was a really complicated job and I love it. Had to pay attention to detail. We would take dna to see if patients had cancer genes and also another test to see if their medication was helping them or hurt them. Tons of phone calls a day. Not bragging but I was one of their best employees.

Customer Service Representative

Pioneer Credit Company - Hattiesburg, MS

January 2007 to October 2009

Answered an average of [Number] calls per day by addressing customer inquiries, solving problems and providing new product information.

Greeted customers entering the store to ascertain what each customer wanted or needed.

Politely assisted customers in person and via telephone.

Handled daily heavy flow of paperwork and cooperated with the accounting departments on invoicing and shipping problems.

Monitored cash drawers in multiple checkout stations to ensure adequate cash supply.

Asked open-ended questions to assess customer needs.

Pharmacy Technician

Walmart Supercenter - Pontotoc, MS

March 2002 to November 2006

Resolved non-routine issues like third-party billing, computer system and customer service issues.

Maintained proper drug storage procedures, registries, and records for controlled drugs.

Counted, measured, and compounded medications following standard procedures.

Communicated with prescribers to verify medication dosages, refill authorizations and patient information.

Reviewed and verified customer information and insurance provider information.

Restocked automated medication dispensing equipment.

Answered incoming phone calls and addressed questions from customers and healthcare providers.

Counted, measured and compounded medications following standard procedures.

Regularly stocked shelves, rotated stock and checked for expired medications.

Cleaned equipment and work areas and sterilized glassware to maintain safe and sanitary conditions.

Receptively answered customer questions and helped locate desired items in the pharmacy.

Reconstituted oral liquids.

Efficiently operated cash register and handled cash, checks, and charge transactions.

Assisted the pharmacists with checking in and pricing drug orders, third party transactions and relevant paperwork.

Correctly completed pharmacy paperwork, including daily and weekly reports.

Worked closely with Pharmacy Care Representatives (PCRs) in providing excellent patient care.

Nursing Assistant

Magnolia New Albany - New Albany, MS

August 2001 to March 2003

Maintained accurate records of patient care, condition, progress and concerns.

Monitored vital signs, such as blood pressure and pulse.

Responded appropriately to the physical, emotional and developmental needs of patients.

Changed sterile dressings.

Assisted patients with bathing, oral hygiene, grooming, feeding and elimination.

Helped patients move in and out of beds, baths, wheelchairs and automobiles.

Maintained a clean, healthy and safe environment.

Performed clerical duties, such as word processing, data entry, answering phones and filing.

Answered patient calls for care and feeding.

Assisted nurses with wound care for pressure ulcers, bed sores, and surgical site wounds.

Reported any unusual circumstances in the patients' condition or environment.

Collects patient specimens and data, including vital signs, input/output and other delegated measurements.

Provided a comforting and soothing environment.

Education

High School Diploma in Pharmacy Technician

Itawamba Community College - New Houlka, MS

1999

Skills

- Catheter (3 years)
- Team player
- Customer Service (3 years)
- Front Desk (2 years)
- Reception (5 years)
- Front Office (5 years)
- Guest Service (6 years)
- Cleaning (10+ years)
- Filing (1 year)
- Excel (5 years)
- Hospitality (10+ years)
- Housekeeping (10+ years)
- Time Management
- Communications
- Pharmacy Technician Experience (3 years)
- Phlebotomy (Less than 1 year)
- Caregiving (8 years)
- Vital Signs (10+ years)
- Dementia Care (2 years)
- Alzheimer's Care (2 years)
- Medical Office Experience (3 years)
- Medical Records (1 year)

- Word Processing (10+ years)
- Order Entry
- HIPAA (10+ years)
- Typing (10+ years)
- QuickBooks (3 years)
- Computer literacy
- Phone etiquette (10+ years)
- Multi-line phone systems (3 years)
- Medical terminology (3 years)
- Multi-line phone systems
- Multi-line phone systems (2 years)
- Computer skills (10+ years)
- Microsoft Office (8 years)
- Multi-line phone systems
- Medical receptionist (4 years)
- Medical billing (3 years)
- Nursing (8 years)
- Commercial driving
- Laboratory experience

Certifications and Licenses

Phlebotomy

February 2020 to June 2020

Attended Gulf Coast State College. I will take finals in July. I am ready to start my new career as a phlebotomist!

CPR

September 2021 to September 2022

I have mine. I just need to get mine renewed

Additional Information

Skills

Dementia and Alzheimer's knowledge Proper catheter insertion/removal
 Patient-focused care Compassionate caregiver
 Tubule feedings and medications familiarity Companionship and emotional support
 Compassionate Trustworthy companion
 Efficient and reliable team player Feeding assistance expert
 Adaptable
 Strong clinical judgment
 Patient/family focused

Professional bedside manner