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| BRIANNA **THOMAS**  10 Union St, Coventry, Rhode Island 02816  **b.thomas1996@yahoo.com · 401-301-7027** |
| Reliable and adaptable worker with an agreeable disposition and a stellar customer service ethic. Adept multitasker with abilities to handle a number of workplace responsibilities with accuracy and efficiency.  **EXPERIENCE**  **12/2022 – Current**  **PATIENT SERVICES COORDINATOR,** Northland Hearing  Effectively managed front office operations and facilitating seamless patient flow within busy healthcare environment for multiple offices on a daily basis. Educated patients and their families on the care plan; provides details related to treatments, procedures, and continuing care requirements. Created and maintained optimized staff work schedules. Leveraged knowledge of HIPAA and Electronic Medical Records (EMR) to maintain high levels of data security and patient confidentiality, with no data breach incidents. Managed office finances and succeed in increasing revenue yearly.  **10/2019 – 10/2022**  **PRODUCTION COORDINATOR,** HIRE IMAGE LLC  Maintained ongoing communication with relevant departments to confirm accurate and efficient data reporting tasks. Scheduled, followed up with, and entered results of drug screens utilizing i3 Screen, Quest, and eScreen. Maintained compliance and followed data reporting restriction laws. Kept optimal quality levels to prevent critical errors and support team performance targets. Worked independently with minimal supervision and remotely. Interacted with clients on a regular basis to quickly alleviate issues and provide file related updates.  **02/2018 – 10/2019**  **ADMISTRATIVE ASSISTANT/ GENERAL OFFICE CLERK,** RI TEMPS – RI PERSONNEL  Answered telephone inquiries from clients and vendors. Prepared packages for shipment or courier delivery to vendors. Verified and created claim numbers by communicating with various insurance companies. Greeted incoming customers in a professional manner and provided friendly knowledgeable assistance. Provided clerical support to company employees, including copying, faxing, and file management.  **03/2017 – 11/2017**  **CREW MEMBER,** DUNKIN’ DONUTS  Consistently provided friendly guest service. Promptly and empathetically handled guest concerns and complaints. Operated the drive through window and sales register quickly and efficiently. Prepared quality products while maintaining proper food safety practices, portion control, and presentation within service goal time.  **07/2016 – 02/2017**  **CASHIER,** RITE AID  Assisted customers in selecting items based on needs. Reported security and service incidents to management. Stocked and replenished merchandise according to store merchandising layouts. Completed all point of sale opening and closing procedures, including counting the contents of the register. Handled all customer issues in a gracious manner and in accordance with company policy.  **05/2015 – 06/2016**  **CASHIER,** CHRISTMAS TREE SHOPS  Assisted customers in selecting items based on needs. Created attractive displays to promote merchandise. Completed sales using point of sale systems. Stocked and replenished merchandise according to store merchandising layouts. Cleaned and organized the store, including checkout desks and displays. |

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**EDUCATION**

**JUNE 2014**

**HIGH SCHOOL DIPLOMA,**

WARWICK VETERANS MEMORIAL HIGH SCHOOL –WARWICK, RI

**JUNE 2014**

**CERTIFICATION: GRAPHIC DESIGN.COMPUTER PROCUCTION,**

WARWICK AREA CAREER & TECHINCAL CENTER – WARWICK, RI

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**SKILLS**

* Certified Graphic Designer
* Computer proficiency
* Advanced PBSA Certified
* Highly dependable
* Skilled problem solver
* Fast learner
* Workflow planning
* Analytical skills