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Objective: An interesting position with a growing company

Summary:

Experience: NW Mental Health Milwaukie, OR 97226
Home Health 2008 to 2009

- Trained other staff members to perform work activities, such as using computer applications.
- Executed daily operations.
- Collected, counted and disbursed money, did basic bookkeeping and completed banking transactions.

- Communicated with customers, employees and other individuals to answer questions, disseminated and explained information, took orders and addressed complaints.

- Answered telephones, directed calls and took messages.

- Compiled, copied, sorted and filed records of office activities.
- Completed and mailed bills, contracts, policies, invoices and checks.
- Completed work schedules, managed calendars and arranged appointments.
- Reviewed files, records, and other documents to obtain information to respond to requests.
- Counted, weighed, measured, and organized materials.
- Prepared meeting agendas, attended meetings and recorded and transcribed minutes.
- Delivered messages and ran errands.
- Responded to written and telephone requests for clients.
- Opened, sorted and routed incoming mail, answered correspondence and prepared outgoing mail.
- Computed, recorded and proofread data and other information, such as records and reports.
- Operated office machines, such as photocopiers and scanners, facsimile machines, voice mail systems and personal computers.

Providence Health & Services Portland, OR
Phlebotomist 2005 to 2007

- Drew blood from patients and donors.

- Executed daily operations of medical records and insurance information.
- Assembled tourniquet, needles, disposable containers for needles, blood collection devices, gauze, cotton and alcohol on work tray.
- Verified and recorded identity of patient and donor.
- Conversed with patient and donor to allay fear of procedure.
- Drew and tested blood samples to screen donors at blood bank.

Kaiser Permanente Foundation Health

Portland, OR

Control Cashier

1997 to 2003

- Issued receipts, refunds, credits, and change due to customers.
- Executed daily operations of medical records.
- Posted charges against guests' and patients' accounts.
- Was instrumental in rewriting job description.
- Monitored checkout stations to ensure that they had adequate cash available and that they were staffed appropriately.
- Trained and managed cashiers and medical receptionist.
Responded to written and telephone requests for physicians and achieved significant improvements in their productivity.

Kimber Of America

Clackamas, OR

Receptionist, Invoicing

1996 to 1996

- Transmitted information and documents to customers, using computer, mail and facsimile machine.
- Filed and maintained records.
- Heard and resolved complaints from customers and public.
- Operated telephone switchboard to answer, screen and forward calls, providing information, taking messages and scheduling appointments.
- Performed administrative support tasks such as proofreading, transcribing handwritten information and operating calculators and computers to work with pay records, invoices, balance sheets and other documents.
- Collected, sorted, distributed and prepared mail, messages and courier deliveries.
- Took orders for merchandise and materials and sent them to the proper departments to be filled.

Bank Of America

Portland, OR

Vault Teller

1994 to 1997

- Resolved problems and discrepancies concerning customers' accounts.
- Cashed checks and paid out money after verifying that signatures were correct, that written and numerical amounts agreed, and that

accounts had sufficient funds.

- Received mortgage, loan, and public utility bill payments, verifying payment dates and amounts due.
- Balanced currency, coin, and checks in cash drawers at ends of shifts, and calculated daily transactions using computers, calculators, and adding machines.
- Identified transaction mistakes when debits and credits did not balance.
- Explained, promoted, and sold products and services such as travelers' checks, savings bonds, money orders, and cashier's checks, using computerized information about customers to tailor recommendations.
- Processed transactions such as term deposits, retirement savings plan contributions, automated teller transactions, night deposits, and mail deposits.
- Received checks and cash for deposit, verify amounts, and checked accuracy of deposit slips.
- Counted currency, coins, and checks received, by hand and using currency-counting machine, in order to prepare them for deposit and shipment to branch banks and the Federal Reserve Bank.
- Carried out special services for customers, such as ordering bank cards and checks.
- Computed financial fees, interest, and service charges.
- Performed clerical tasks such as typing, filing, and microfilm photography.
- Received and counted daily inventories of cash, drafts, and travelers' checks.
- Composed, typed, and mailed customer statements and other correspondence related to issues such as discrepancies and outstanding unpaid items.

Target

Portland, OR

Cashier

1992 to 1993

- Received cash, checks and completed credit-card transactions from customers and employees.
- Counted money to verify amounts and issued receipts for funds received.
- Compared totals on cash register with amount of currency in register to verify balances.

Pep Boys

San Diego, CA

Cashier

1988 to 1988

- Received cash from customers and employees in payment for goods and services, and recorded amounts received.

- Made change, cashed checks and issued receipts and tickets to customers.
- Read and recorded totals shown on cash register tape and verified against cash on hand.

Education: Mt Carmel High School San Diego, CA
Diploma 1988

NW Schhol Of Phlebotomy Taualtin, OR
Certified Phlebotomist, Front desk 2005

References: Available upon request