Caytlin Clark c.clarkm3@gmail.com

971.275.5313

4718 NE Broadway St, Portland, Oregon 97213

# Education

* **Jordan High School, Salt Lake City, Utah**August 2005-June 2007
* **M.A.T.C. Adult Education**
* GED Certificate 2008

# Experience

**Website Administrator/Owner**

**Started August 2011 to Current**

* Manage content on two websites
* Upload new content and edit stories
* Promote websites

**Customer Service Representative**

**Carl Zeiss Vision (Temp Job through Volt)**

**December 2011-March 2012**

* Take incoming phone calls to assist accounts in placing orders, answering questions, and educating about products.
* Made outgoing calls to accounts regarding problems with optical jobs that needed a resolution.

**Central Parking Assistant**

**Central Parking (Temp Job through Adecco)**

**1 week in August 2011**

* Alphabetized validated parking passes to be sent to the contracted companies for payment.

**Donor Scheduler**

**American Red Cross (Temp Job through Adecco)**

**1 week in May 2011**

* Made outgoing calls to schedule donors for blood drives and recruit new donors.
* Took incoming calls to reschedule donors.
* Modified donor accounts to update contact information and donor types.

**Receptionist/Technician**

**Dr. Kim M. Clark & Associates, Happy Valley, OR April 2009-April 2011**

* Head Technician (Father’s optometric practice)
* Patient appointment set-up and execution. Performs clerical duties inherent to all types of optometric patient appointments; and pre-testing for vision examinations.
* Processes patient check-out and payments, including insurance billing. Knowledge of insurance coverage is necessary.
* Orders contact lenses from distributors, accepts deliveries, performs training on contact lens patients, and orders general office supplies.
* Requires excellent telephone skills and handling of patient concerns.
* Problem solving needed to insure smooth operation of office systems to include testing machines, bookkeeping, patient management, and customer service.

**Call Center Representative-DirecTv**

**Convergy’s, Orem, UT November 2008-March 2009**

* As a Service Representative, I would answer incoming phone calls to solve customer’s problems.
* I activated customer’s accounts, and added new programming to existing service plans.
* Scheduled service calls for onsite problem solving.

**Assistant Shift Supervisor**

**WENDY’S, Orem, UT March 2008-October 2008**

* I worked as a Food handler and processed food orders.
* I operated the cash register/oversaw shift changes/scheduling
* Coordinated supply orders
* Customer Service/Monitored the work flow of my crew

**Apparel/Customer Service**

**SHOPKO, Sandy, UT November 2006-January 2007**

* Stocked inventory and monitored loss preventions in apparel and jewelry departments. Then also monitored fitting room maintenance needs.
* Operated cash register at check out and provided customer service.

**Camera Bar Sales Clerk**

**Ream’s Grocery, Sandy, UT February 2006-May 2006**

* Worked as a cashier for grocery, and also worked in the camera bar.
* Operated grocery register and customer check out, including bagging purchase items.
* Stocked inventory in grocery and camera bar.
* Rented videos, cashiered for cameras and balloon orders. Received and processed film orders.

**Volunteer Work at Furburbia**

**Branch of Humane Society in Utah March 2004-August 2004**

* Cleaning the store and all animal cages
* Food and water maintenance
* Bathing animals
* Walking/playing with animals
* Supervising customers with animals in play cages/assisting in adoptions

**Insurance Processing**

**Dr. Kim M. Clark & Associates, Sandy, UT April 2003-February 2008 (Monthly insurance**

**check processing)**

* I documented insurance payments, and wrote patient refund checks.
* Also performed light bookkeeping duties and in-office receptionist work.

# Skills

* Basic computer knowledge
* Microsoft Excel
* Microsoft Word
* 60-70 WPM
* 10-Key
* Independent
* Optical knowledge including contact lenses
* Organized/Perfectionist
* Efficient use of time
* Dependable
* Ability to learn things quickly/multi-tasking
* Money-handling and register/credit card operating
* Excellent problem solving skills

# References

* Dr. Mary Fazelian, Doctor of Optometry (847)722-8319
* Cindy Clark, manager of Dr. Kim M. Clark & Associates, LLC (503)292-4033
* Jack Mauk, Optician (503)764-5512
* Micah Belka, Carl Zeiss Vision CSR (503)753-1691