|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Kary Meredith  21402 NE Willow Glen Fairview, OR 97024  Cell: 503-757-0204  karybell@yahoo.com  Career Snapshot  Ten years of commended performance in key customer service and support roles.  Expert in customer and patient care and communications, problem solving, relationship building and user training and support.  MS Office “power-user” with additional proficiencies in assorted databases.  **Awards**  Washington State PUD association Good Samaritan Award for outstanding achievement in a life threatening situation  Computer Skills  Word, Excel, PowerPoint, Access, Outlook, Novell  Groupwise  Mission Statement  Strive to exceed customer and employer expectations by delivering second-to-none service. Maintain customer centricity in all initiatives and interactions, always putting the customer first. |  | Customer Service & Medical Specialist  Offering an award-winning track record of customer care excellence within high-volume environments that include…   * Airline * Medical * Administration * Customer Service   Key Skills | | |
| * World-Class Customer Service * Troubleshooting/ Problem Solving * Customer Order Fulfillment * Call Center Operations * Technical/User Support * Complaint Handling | | * Reports & Documentation * Patient Assessment and Care * Medication Administration * Venipuncture |
| Professional Experience | | |
| Horizon Air –  Portland, OR  NW Anesthesia Seminars - Pasco, WA  ROSE’S JAVA EXPRESS -Mattawa, WA  AMAZON.COM –  Kennewick, WA  GRANT COUNTY FIRE -Mattawa, WA  WAHLUKE SCHOOL DIST - Mattawa, WA | CSA / Flight Attendant, 2009 to Present  Banquet Event Coordinator, 2008 to 2009  Barista/ Manager, 2004 to 2008  Executive Customer Relations, 2006 to 2007  Fire Fighter/ EMT, 2003 to 2008  Special Education Assistant, 2002 to 2003 | |
| Provided telephone, online and face-to-face customer service and support within high-volume operations, busy retail customer service and the airline and medical industries.  Education  Seattle Midwifery School - Seattle, WA  *Childbirth Educator Certificate, Labor Support Specialist Certificate, 2007*  Big Bend Community College - Moses Lake, WA  *Nursing Major, CNA Training 2004 to 2005*  Grant County Fire District 8 - Mattawa, WA  *Emergency Medical Technician Certification, 2003*  Spokane Community College - Spokane, WA  *Phlebotomy Certificate, 2000*  Seattle Pacific University - Seattle, WA  *Language Arts/Communications Major, 1993 to 1995* | | |