**JENNIFER S. KHOUNTHAVONG**

2092 SW Daybreak Way 971-645-8127

Troutdale OR 97060 jenniferskvong@gmail.com

**CAREER PROFILE: *Knowledgeable and positive individual with medical office administration experience.***

**ACHIEVMENT AND SKILLS**

Excellent **communication** skills, analytical and **problem solving** skills, ability to work with different people, supervisory skills, stress management skills and exceptional listening skills, **bilingual**(English and Laotian), perform all tasks given with **efficiency and effectiveness** in all situations, able to work independently with little or no supervision, **HIPAA** trained, and **CPR** certified.

**COMPUTER SKILLS**

Microsoft Word and Excel, Outlook, Quick Books, Internet Explorer, dental office software (Eagle Soft and Computer Age), VAX, PayPal and Commerce @ work, CPRS and Vista medical software.

**EDUCATION**

Heald College, Portland, OR **February 2013**

Associate of Applied Science Degree in Medical Office Administration

**Relevant experience:**

**Veterans Affairs Hospital (Sleep Study Lab), Portland, OR 10/2012-12/2012**

**Medical Office Assistant (Internship)**

*Duties included:* chart filing, calling patients for appointments and to confirm for sleep studies. Prepared patient charts for doctors appointments for sleep study.

**EXPERIENCE**

**EE Schenck Company,** Portland, OR **07/2008-09/2010**

**A/R Cashier**

* Customer Service calls
* Daily cash & check transactions
* Customer information inputting
* Prepared and processed invoices to be paid and shipped daily
* Daily charge verification
* Confirm and research customer account issues and information
* Follow ups and assist in modifications of customer order/shipment

**Claire’s Boutique,** Portland, OR **06/2006-08/2008**

**Assistant Manager**

* Superior customer service
* Preparations and sterilization for ear piercing
* Maintained employee personal files
* Training/Recruitment for future employment
* Processing merchandise received on a daily basis
* Daily operations included cash deposits and inventory control
* Increased store traffic and profits
* Planned monthly storefront layout

**Abby's Pizza Bar and Grill** Gresham, Oregon **12/2005-06/2006**

**Assistant Manager**

* Accounts payable and receivable
* Prepared and stored daily foods for restaurant
* Processed payroll
* Maintained adequate supplies needed for restaurant
* Reported daily profits configurations to headquarters
* Monitored and purchased inventory

**Cosmetic Dental Arts** Portland, Oregon **08/2002-08/2004**

**Office Coordinator**

* Patient scheduling
* Ordered/received office supplies and equipment
* Inventory control
* Shipped daily dental request out to laboratories
* Verified patient insurance coverage
* Arranged payment plans for treatments