**Tatyana Pleshakov**

2024 SE 176th Avenue, Portland, OR 97233

503.501.9701 - tanyapleshakova@gmail.com

**SKILLS PROFILE**

* Computer skills: 55 WPM, Outlook, Excel, PowerPoint, Word
* Great customer service skills; greeting and directing patients, answering calls, etc.
* Office skills; faxing, scanning, data entry, mail, scheduling, etc.
* Strong organizational skills with a high degree of detail orientation
* Ability to stay calm, think straight and work in high stress environments
* Fast at learning new programs, services and enjoy change
* Fluent in Russian and English
* Innovative problem-solver who can generate workable solution
* Resourceful team player who excels at building trusting relationships with customers and colleagues
* Effective communication skills
* Able to meet deadlines and effectively prioritize tasks assigned
* Highly skilled in answering and forwarding phone calls

**EMPLOYMENT HISTORY**

Receptionist/ Chiropractic Assistant March 2013- June 2013

Enterprise Chiropractic Clinic, Portland, OR

* Meeting and greeting customers and walk-ins while ensuring that they are signed in or provided with information they requested
* Scheduling and confirming patients appointments
* Answering incoming calls and re-routing them as needed
* Keep daily notes of patients visit
* Ordering, receiving, and maintaining office supplies
* Verifying patient’s insurance benefits
* Scanning , copying, faxing needed documents (all documents are stored electronically)
* Performing massage therapy as well as other physical therapies
* Sorting incoming mail, faxes, and voicemails
* Communicate with insurance companies, other clinics, and hospitals to obtain needed information
* Receiving and keeping records of payment received from patients
* Maintaining safe and clean reception area by complying with procedures, rules, and regulations

Childcare Assistant March 2011- March 2013

Impact Northwest, Portland, OR

* Maintained a safe, clean and appealing environment
* Maintained accurate record of services provided
* Greeted clients and volunteers
* Coordinated and organized recreational and educational activities
* Performed the physical duties which involved working with active young children regularly
* Prepared area for meeting and activities
* Supervised children, while ensuring their safety at all times
* Interacted with clients and volunteers

**VOLUNTEERING HISTORY**

**General Assistant** September 2010- August 2012

Impact Northwest, Portland, OR

* Performed general office duties; answered phone calls, handled mail, filed, faxed, scanned, made copies
* Assist families in accessing resources in the community
* Completed accurate, legible and timely documentation of services delivered
* Completed file reviews
* Designed, developed and facilitated afterschool homework program for youth
* Data entry
* Conducted surveys over the phone

**Teacher Assistant** September 2011- June 2012

Home of God Christian Church, Portland, OR

* Facilitated Russian Language class for children ages 6-8
* Coordinated age-appropriate activities for children
* Maintained necessary documentation

**EDUCATION**

**Diploma**  June 2012

* *Centennial High School, Gresham, Oregon 97233*