

# Christopher Jewhurst

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## KEY SKILLS —

Customer Service  
Escalation Resolution  
New Hire Training  
Staff Supervision  
Appointment Scheduling  
Account Reconciliation  
Inventory Management  
Accurate Cash Handling  
Working Knowledge of  
Microsoft Office Products  
Data Entry and Electronic  
Record Keeping  
Federal Compliance  
Reporting and Filing  
Professional Driving

## EDUCATION —

Spokane Falls  
Community College  
Mead Senior High School

## LICENSES —

CDL Class B with Air  
Brake and Passenger  
Endorsements

## EXPERIENCE

*11/2018 – 10/2021*

Coach Operator • Spokane Transit Authority

- Drive and maintain route schedules in all weather conditions
- Memorize 45+ routes encompassing Spokane County
- Complete pre and post trip mechanical and safety inspections
- Manage passenger safety and enforce rider code of conduct
- De-escalate hostile and violent customer interactions
- Provide trip planning assistance to customers
- Inclusively serve marginalized and differently abled passengers
- Advocate financial assistance programs
- Participate in community outreach and youth events

*01/2016 – 11/2018*

Patient Access Representative • MultiCare Deaconess Hospital

- Accurately schedule medical and surgical procedures
- Maintain patient files and insurance authorizations
- Collect patient payments and manage account balances
- Thoroughly explain insurance coverages and policy requirements

*12/2014 – 12/2015*

Receptionist & Scheduler • MultiCare Rockwood Internal Medicine

- Provide in person, phone and web-based customer service
- Schedule internal appointments and send external referrals
- Obtain proper insurance approvals and appeal denials

*10/2012 – 11/2014*

Personal Banker & Vault Supervisor • AmericanWest Bank

- Process cash and check transactions with meticulous precision
- Educate customers on available products and services
- Ensure accurate vault balancing and audit transaction logs

*09/2009 – 07/2012*

Shift Supervisor • Noodle Express

*07/2007 – 06/2009*

Drive-Thru Cashier & Cook • Jack in the Box

## LEADERSHIP

New Hire Driving Instructor & Trainer • Spokane Transit Authority  
Referral Coordinator • MultiCare Rockwood Internal Medicine  
Stock & Prep Inventory Supervisor • Noodle Express