

Jennifer Gano

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PROFESSIONAL EXPERIENCE

DUNKIN DONUTS, New Hartford, CT

Shift Leader,

August 2009 - Present

Compile and balance cash receipts at the end of the day or shift. Inspect supplies, equipment, and work areas to ensure efficient service and conformance to standards. Assign duties, responsibilities, and work stations to employees in accordance with work requirements. Request and record customer orders, and compute bills using cash registers, or pencil and paper. Compute charges for merchandise or services and receive payments. Check to ensure that appropriate changes were made to resolve customers' problems. Clean and organize eating and service areas. Prepare simple foods and beverages such as sandwiches, salads, and coffee. Wash dishes, glassware, and silverware after meals. Observe and evaluate workers and work procedures in order to ensure quality standards and service. Determine charges for services requested, collect deposits or payments, or arrange for billing. Prepare merchandise for display, or for purchase or rental. Accept payment from customers, and make change as necessary. Train workers in food preparation, and in service, sanitation, and safety procedures. Confer with customers by telephone or in person to provide information about products and services, to take or enter orders, cancel accounts, or to obtain details of complaints. Record production and operational data on specified forms. Select food items from serving or storage areas and place them in dishes, on serving trays, or in takeout bags. Control inventories of food, equipment, and report shortages to designated personnel.

CADCO LTD, Winsted, CT

Customer Service Rep,

February 2003 - March 2007

Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken. Determine charges for services requested, collect deposits or payments, or arrange for billing. Complete contract forms, prepare change of address records, and issue service discontinuance orders, using computers. Resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, and adjusting bills. Refer unresolved customer grievances to designated departments for further investigation. Obtain and examine all relevant information to assess validity of complaints and to determine possible causes, such as extreme weather conditions that could increase utility bills. Confer with customers by telephone or in person to provide information about products and services, to take or enter orders, cancel accounts, or to obtain details of complaints. Check to ensure that appropriate changes were made to resolve customers' problems. Compare disputed merchandise with original requisitions and information from invoices, and prepare invoices for returned goods.

DR MATTHEW BLONDIN,

Torrington, Ct

Ophthalmic Laboratory Technician,

June 1998 - January 2003

Inspect lens blanks in order to detect flaws, verify smoothness of surface, and ensure thickness of coating on lenses. Examine prescriptions, work orders, or broken or used eyeglasses in order to determine specifications for lenses, contact lenses, and other optical elements. Assemble eyeglasses by cutting and edging lenses, and fitting the lenses into frames. Clean finished lenses and eyeglasses, using cloths and solvents. Verify that finished lenses are ground to specifications. Evaluate prescriptions in conjunction with clients' vocational and avocational visual requirements. Schedule appointments for patients. Perform general office duties such as answering telephones, taking dictation or completing insurance forms. Heat, shape, or bend plastic or metal frames to adjust eyeglasses to fit clients, using pliers and hands. Sell goods such as contact lenses, spectacles, sunglasses, and other goods related to eyes in general. Perform administrative duties such as tracking inventory and sales, submitting patient insurance information, and performing simple bookkeeping. Repair damaged frames. Adjust lenses and frames in order to correct alignment. Mount, secure, and align finished lenses in frames or optical assemblies, using precision hand tools. Position and adjust cutting tools to specified curvature, dimensions, and depth of cut. Inspect, weigh, and measure mounted or unmounted lenses after completion in order to verify alignment and conformance to specifications, using precision instruments. Measure clients' bridge and eye size, temple length, vertex distance, pupillary distance, and optical centers of eyes, using measuring devices. Assist clients in selecting frames according to style and color, and ensure that frames are coordinated with facial and eye measurements and optical prescriptions. Mount and secure lens blanks or optical lenses in holding tools or chucks of cutting, polishing, grinding, or coating machines. Remove lenses from molds, and separate lenses in containers for further processing or storage. Fabricate lenses to meet prescription specifications. Arrange and maintain displays of optical merchandise. Set up machines to polish, bevel, edge, and grind lenses, flats, blanks, and other precision optical elements. Immerse eyeglass frames in solutions in order to harden, soften, or dye frames. Prepare work orders and instructions for grinding lenses and fabricating eyeglasses. Maintain records of customer prescriptions, work orders, and payments. Obtain a customer's previous record, or verify a prescription with the examining optometrist or ophthalmologist. Order and purchase frames and lenses. Recommend specific lenses, lens coatings, and frames to suit client needs. Instruct clients in how to wear and care for eyeglasses. Determine clients' current lens prescriptions, when necessary, using lensometers or lens analyzers and clients' eyeglasses. Grind lens edges, or apply coatings to lenses. Interview patients to obtain medical information and measure their vital signs, weight, and height.. Greet and log in patients arriving at office or clinic. Keep financial records and perform other bookkeeping duties, such as handling credit and collections and mailing monthly statements to patients. Assemble eyeglass frames and attach shields, nose pads, and temple pieces, using pliers, screwdrivers, and drills.

EDUCATION

NORTHWESTERN REGIONAL #7,

New Hartford, Ct

High School Diploma

KAPLAN UNIVERSITY,

Atlanta, GA

Certificate in Medical Coding and Billing