**SUMMARY**

Customer-focused administrative professional offering service and office experience. Outstanding interpersonal and communication skills, verbal and written. Detail-oriented, focused, organized and adept at multitasking. Skilled in phone etiquette and utilizing learning resources in delivering excellent service.

**EDUCATION**

***Goodwin College***, East Hartford, CT (Administrative Medical Office Professional) 2011

HIPPA Guidelines Practice management software Scheduling appointments

Medical Manager/Medisoft Business-related internet skills Maintaining patient files

Medical insurance and co-pays

***Asnuntuck Community College***, Enfield, CT 2011

Certificate Program Microsoft Office 2007 Intermediate Word, Excel/Introduction Power Point, Access

***Toastmasters International Member*** 2010 - Present

Training in effective oral communication

**VOLUNTEER EXPERIENCE**

***Manchester Hospital (ECHN) Volunteer,*** Manchester, CT 2010 - Present

Medical Education Office

* Coordinate medical presentations, collect/input evaluation surveys results; translate MSO for attending professionals, answer phone, update excel spread sheets, mail distributions

Wound Healing Center Office Assistant

* Pull, insert, and arrange patient records for scheduled appointment and transfer patients between departments, discharge patient records in excel, follow up calls for next day appointments

Election Moderator Assistant, South Windsor, CT 2003 - Present

* Public Service Award

**WORK EXPERIENCE**

L.L.Bean, South Windsor, CT 2007 - 2010

***Customer Service Representative/Cashier***

* Collected customer information with every transaction
* Educated new customer service associates
* Calculated end of day cash and credit report
* Ensured concerns were investigated and resolved in a courteous and timely manner

A.C.Moore, Manchester, CT 2003 - 2007

***Customer Service Representative/Lead cashier***

* Managed all employees for scheduling, balancing, and work flow as Team Leader
* Performed quality control checks of products
* Reported to department manager regarding compliance with company policy and procedures

J.C.Penney Company, CT 1995 - 2003

***Customer Service Representative/ Call center***

* Resolved customer concerns/ complaints
* Reconciled orders between customers and warehouse
* Processed orders to resolve complaints via UPS shipping
* Verified quality of products through accuracy control