***Diona Walker***

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**OBJECTIVE**

Seeking a position as an Office Support Assistant within a general business or medical office environment

* Excellent communication, interpersonal and organizational skills
* Capable of adapting to new and challenging situations and eager to accept new responsibilities
* Strong ability to prioritize multiple tasks in a deadline driven environment and able to interact effectively with diverse populations



**EDUCATION**

Urban League of Greater Hartford 2011

**Certified Medical Administrative Assistant** (National Healthcareers Association)

* Working knowledge of Medical Office Procedures, Medical Manager, Medical Billing and Coding, Health Insurance Claims Processing, Medical Terminology, Vital Signs, CPR certified

Porus High School, Jamaica 2006

**High School Diploma**



**EXPERIENCE**

Institute of Business and Technical Skills, Manchester, Jamaica 2006-2007

**Clerical Assistant**

* Greeted visitors and directed them to the appropriate location
* Answered incoming calls, transferring calls to the right person or to the right department
* Typed letters and replied to the inquiries
* Sorted and filed memoranda’s, invoices and letters
* Assisted the senior clerk or other support staff in the administrative functions
* Photocopied and filed documents

China Delight Restaurant, Manchester, Jamaica 2007-2008

**Cashier/Waitress**

* Escorted customers to their tables.
* Explained how various menu items are prepared, described ingredients and cooking methods; informed customers of daily specials
* Prepared checks that itemize and totaled meal costs and sales taxes
* Presented menus to patrons and answered questions about menu items, make recommendations upon request
* Served food and/or beverages to patrons; prepared and served specialty dishes at tables as required
* Checked with customers to ensure that they are enjoying their meals and take action to correct any problems