***Darinisha T. Sheridan***

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Seeking a position in the capacity of **Customer Service Representative** within a general business or medical office environment, bringing the following experience, skills and attributes:

Strong ability to prioritize multiple tasks in a deadline driven environment, and able to interact effectively with diverse populations. Capable of adapting to new and challenging situations and eager to accept new responsibilities. Working knowledge of Microsoft office, Medical Office Procedures, Medical Manager, Medical Billing and Coding, Health Insurance Claims Processing, Medical Terminology, Vital Signs, CPR certified.

**EDUCATION**

Urban League of Greater Hartford Hartford, CT

**Administrative Medical Specialist Certificate** 2011

Medical Office Procedures, Medical Manager, Medical Terminology,

Billing and Coding, Health Insurance Claims Processing, Vital Signs and CPR

American Red Cross Hartford, CT

**CPR Certified** 2011

Medical/Environmental Emergencies, AED, APR for Cardiac Arrest,

Heart Attack and Stroke Recognition/Treatment

National Health careers Association Hartford, CT

**Certified Medical Administrative Assistant** 2011

Weaver High School Hartford, CT

**Diploma** 2007

**PROFESSIONAL WORK EXPERIENCE**

Geisslers Bloomfield, CT

**Front End Cashier/ Daily Cash Balance Transaction Specialist** Active

* Solves difficult customer complaints in a satisfactory manner
* Operates cash registers
* Performs routine surveillance
* Process Payments
* Bags groceries

Capitol Region Education CouncilHartford, CT

**Case Manager Assistant**  2009-2009

* Advised pregnant and parenting students with program enrollment procedures
* Updated client’s data as needed by accurately completing attendance, progress and home visit with case management reports
* Facilitated home visits and groups meetings to provide knowledge of community resources
* Informed parents on proper nourishment, prenatal and child development skills