Jennifer Gendron

1011 Main Street

Somers, CT 06071

(860)394-5337

Position applying for: Operational Support Representative

Work Experience:

1. May 2011 – March 2012

Patient Registrar

Johnson Memorial Hospital/Surgery Center

Stafford Springs & Enfield CT

Position was at an offsite outpatient facility, Johnson Surgery Center. Duties included patient registration, insurance verification, medical coding & billing, answer telephones, scheduling, working closely with patients, laboratory/radiology departments and the Operating Room & physicians/nurses, close/lock building & set alarm end of shift, patient confidentiality as well as dealing with sensitive situations.

2. May 2007 – February 2011

Office Secretary

Brothers Home Improvement

Palmer & Danvers MA

Duties included answering phones, customer service, sales & marketing, ordering materials, job estimates, data entry, payroll, training new employees, misc. clerical.

3. June 2002 – April 2007

Switchboard Operator/ER Receptionist

Wing Memorial Hospital

Palmer, MA

Duties included greeting patients & visitors, answering main hospital line on PBX system, answering service for physicians, information desk, outpatient & inpatient registration & discharge, admitting, patient scheduling, medical records retrieval & filing, create patient charts, insurance verification, inpatient census, data entry, training of new employees, working closely with the public in sensitive & critical situations, patient confidentiality.

4. December 1987 – May 2002

Private Duty Nurse’s Aide

Alex & Jane Jurkowski

Ludlow, MA

Duties included, manage & oversee all responsibilities in the personal care for an 84 yr old male who suffered a stroke, including: scheduling employees for 24 hr care, upkeep of medical records, notate record log, preparing and serving meals, bathing & assisting bathroom visits, dispensing & refilling medication, physician appointments and tests, light housekeeping. Also assisted client’s wife with misc. duties associated with her husband’s overall comfort and care.

5. June 1987 – July 1988

Proofreader

Enfield Superior Courthouse Bindery

Enfield, CT

Temporary position, with the State of Connecticut, through Kelly Temporary Services. Duties included proofreading of typeset pages of law books to be published, for all grammar, spelling and punctuation errors. Worked closely with typesetting and bindery departments. Also, operation of assorted office machinery and misc. clerical duties.

Education:

September 1983 - June 1987

High School Diploma

Enrico Fermi High School

Enfield CT

Received HS Diploma, Office Procedure & CNA Certifications

September 2000 – May 2001

Prerequisite courses – English, Sociology, Anatomy

Holyoke Community College

Holyoke MA

Personal References

1. Carol Camerlin

Belchertown, MA

(413)461-1234

2. David Swain

Three Rivers, MA

(413)283-4041

3. Bonnie Inserra

West Springfield, MA

(413)272-3827