**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 appointment Medical Manager/Medisoft 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

***Manchester Community College***, Manchester 1998 English 101, Physiology 101

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

**VOLUNTEER EXPERIENCE**

***Manchester Hospital (ECHN),*** Manchester, CT 2010 –Present

Volunteer

* Department of Medical Education Office Assistant
* Wound Healing Center Office Assistant

***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 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 complains via UPS shipping