|  |  |
| --- | --- |
| **SUMMARY OF QUALIFICATIONS** | * Over five years of providing customer service * Two of which in a medical field * Strong ability to multitask in a fast paced environment * Motivated towards achieving set goals and deadlines in a timely manner * Professional and energetic work attitude * Ability to work efficiently and accurately under pressure and problem solve |
| **EDUCATION** | **Central Connecticut State University** New Britain, CT  Business Administration, MajorAnticipated December 2013  **Capital Community College** Hartford, CT  Business Administration, Major Sept. 2004- May 2011  **Western Connecticut State University** Danbury, CT  Psychology, Major Sept. 2003- May 2004  **Conard High School** West Hartford, CT  Nov. 2000- June 2003 |
| **PROFESSIONAL EXPERIENCE** | **Medical Receptionist *(Full-time)***  Rheumatology Associates, Hartford, CT **03/2009- 06/2011**   * Greet patients and office visitors in a courteous, polite and helpful manner. Respect and maintain privacy of patients at all times. * Checking patients in and out, collecting patient personal information, insurance and scheduling future appointments into office database. * Answering telephone calls in a professional and courteous manner within minimum rings. Receiving and conveying messages in writing, electronically and verbally. * Filing and faxing time sensitive office documents and preparing them for mail out. * Thru the duration of the day collected patient balances on accounts. Prepare and balance financial registers at the end of day.   **Administrative Assistant *(Full-time)***  Covenant to Care for Children, Bloomfield, CT02/2008- 03/2009   * Primary individual responsible for answering the phone when present in the Bloomfield Office * Assists program coordinators in setting up regional meetings/holiday parties, and preparing mailings. Processed all acknowledgements for in-kind, and cash donations (thank you notes, tax receipts) * Prepares minutes of Staff Meetings and distributes to all employees * Extraction of data for agency mailings from donor database, Maintain donor database (Giftworks): enter donations (cash and in-kind), covenant data for the Adopt A Social Worker Program and address corrections * Enters monthly reports from faith-based organizations into the Monthly Liaison Database * Assists program coordinators in maintaining programmatic records and files. As requested, provides program coordinators with reports from the databases   **Waitress (Part-time)**  Country Club of Farmington, Farmington, CT 01/2006- 11/2007   * Greet and introduce myself to patrons * Present menus and answer questions about menu items, making recommendations upon request. Inform patron of daily specials * Explain how various menu items are prepared, describing ingredients and cooking methods * Check patron id in order to ensure that they meet the minimum age requirements for consumption of alcohol beverages * Serve food and beverages to patrons, check to ensure that they are enjoying their meals and take action to correct any problems * Remove dishes and glasses from tables and bring them to the kitchen for cleaning * Stock and replenish waitress station with supplies for the dining room floor   **Proof Encoder (Part-time)**  Bank of America, Hartford, CT 05/2004- 08-2005   * Operates machines to encode, add, cancel, photocopy, and sort checks, drafts, and money orders for collection and to prove records of transactions * Place check into machine; encode amount using keyboard, sort and total check according to bank drawn on. * Compare machine totals to listing received with batch of checks; recheck each item if total differs. * Encode correct amount if error found. * Bundle sorted checks with tape listing each item to prepare checks, drawn on other banks for collection. |
|  |  |
|  |  |
|  |  |