**Dominique Nicole Williams**

**1039 Berkshire Avenue**

**Springfield, MA 01151**

**Home Phone: (413) 301-8555**

**Cell Phone: (413)204-1569**

**E-Mail: Dominique01151@aol.com**

**Objective**

To obtain a position that will allow me to use my strong organizational skills, education and ability to work well with the public.

**Experience**

**Lead Communications Consultant I (CC1)**

[December 2008- September 2010] **Pocket Wireless**, Springfield, MA

* Retail sales support in store location
* Daily inventory count, balancing stock in Windterm
* Cash Handling
* Providing training to new consultants

**Consumer Services Representative**

[August 2008 – January 2009] **LEGO Group**, Enfield, CT

* Data Entry
* Placing accurate Internet and Inbound call orders
* Handling escalated customer service issues

**Front Desk Specialist**

[June 2007 - June 2008] **Concentra Medical Centers**, Springfield, MA

* Medical billing & coding with, ICD-9 and CPT coding for Worker’s Compensation cases
* Scheduling appointments
* Performing Federal & Non-Regulated drug screens
* Registering patients upon arrival in the clinic.

**Nail Tech / Receptionist**

[July 2004 - September 2005] **JCPenney Salon**, Springfield, MA

* Data Entry
* Providing full service manicuring services
* Light cashiering
* Scheduling appointments

**Education**

**Medical Office Professional Certificate**

[December 2005 - May 2006] **Corporate Training Center**, Chicopee, MA

* Human Anatomy
* Medical Terminology
* Administrative Office Procedures
* Medical Billing and Coding (ICD-9 and CPT)
* Health Insurance,
* Microsoft Office
* QuickBooks

**General Equivalency Diploma**   
[June 2003] **Springfield Technical Community College**, Springfield, MA

**References** References are available on request.