**April McDaniel**

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**Objective**

I am a sincere, loyal and dedicated individual who has a great deal of ambition. Although I have extensive experience in the customer service industry, I love to learn, and am always up to a challenge. I get along well with others, while also working efficiently on my own. I am seeking a position where I can develop and excel while giving my best to an employer.

**Experience**

Supervising caterer

04/99-10/10

Sweets n Eats

Bristol, CT.

•Discussing with customers and clients about the catering arrangements

•Supervising the purchase of food as well as the storage

•Supervising the provision of kitchenware, cutlery, crockery and even cleaning detergents

•Ensuring that their adequate security for the equipment and food

•Maintain proper payment and expense records

•Attending to any customer complaints regarding the food or service

•Manage the selection, training, hiring and rotation of all staff

•Planning, coordinating and supervising worker activities in the kitchens

•Ensuring that the kitchen areas as well as storage facilities are clean

•Ensuring that the employees maintain health and safety standards

•Cashier

•Inventory control

•Food Prep and cook

Hallmark Cards

07/08-05/09

Hallmark Cards

Enfield, CT.

•Pick orders from pick sheets

•Pack supplies

•Ship orders in a timely manner

•Maintain an organized cart to work from

•Follow safety guides

Call Center

09/07-02/08

Lego

Enfield, CT.

•Answer phones professionally

•Respond to customer inquiries

•Research required information using available resources

•Handle and resolve customer complaints

•Provide customers with product and service information

•Process orders, forms and applications

•Identify and escalate priority issues

•Route calls to appropriate people

•Follow up customer calls when necessary

•Complete call logs

•Complete call reports

Retail sales associate

07/05-07/07

Wal-Mart

East Windsor, CT.

•Cashier out the customers for the goods

•Verifying the goods with the items listed on the bill and procuring payment form the customers.

•Counting the received amount and handing the change to the consumers.

•Swiping the credit and debit cards appropriately for charging clients.

•Making entries of the procured payments in the cash registers.

•Ensuring that the goods are packed and handed to the customers at the checkout.

•Interacting with store customers and addressing any queries or grievances of the customers.

•Completing all the tasks assigned by the head cashier.

•Reporting any incongruity to the head cashier.

•Attending calls and taking telephonic orders for home deliveries.

**Education**

Asnuntuck Community College

08/10 – Present

Enfield, CT.

**Phlebotomy and EKG Technician**

•Select the appropriate equipment needed to perform a venipuncture including needle, syringe or vacutainer holder, blood tubes alcohol wipe, sterile gauze, tourniquet and band aid.

•Select the appropriate blood collection tubes considering the tests requested, minimum sample requirements and the needs of the patient.   
•Identify and select a suitable venipuncture or capillary site.   
•Properly prepare a venipuncture or capillary site.   
•Apply a tourniquet correctly.   
•Perform a venipuncture correctly using appropriate technique and order of draw, observing the recommended safety precautions.   
•Perform the necessary follow-up care on patients following a venipuncture or capillary procedure.   
•Identify appropriate sites for capillary puncture in children and adults   
•Perform a capillary puncture using acceptable technique and observing appropriate safety precautions.   
•Collect a suitable blood specimen following capillary puncture.   
•With 100% accuracy, properly identify patients prior to performing any procedure.   
•Observe appropriate precautions and procedures when collecting specimens under isolation conditions.   
•When appropriate, notify nursing personnel of specimen collection irregularities or potential problems.   
•Observe appropriate specimen preservation and handling procedures.   
•Identify situations where special precautions may be necessary including Nursery, •Pediatrics, ICU/CCU, Emergency Room, Surgery and other special areas of the hospital and take action as necessary.   
•Properly inform the patient of any procedures.   
•Properly identify him/herself to the patient.   
•Label all specimens correctly with the necessary information.   
•Properly dispose of all used equipment.   
•Collect 80% of assigned patient using acceptable technique and following appropriate safety procedures

Porter and Chester Career Institute

08/07-04/08

Enfield, CT.

**Medical Assisting**

•Third party billing

•Vital signs

•Medical Terminology

•Human relations

•EKG

•Law and Ethics

•Medical accounting

•Phlebotomy with 100+ draws

•Billing software

•Assist with minor surgery

•Assist with physical examinations

•Medical and surgical asepsis

•Lab equipment: Hematocrit, Clinitech, Glucometers, Centrifuge, and Spirometer

**Externship**

Nutmeg Health

05/08-06/08

Enfield, CT.

•Front desk reception

•Answering phones and scheduling appointments.

•Greet patients, completion of registration forms, and give instructions.

•Filing and maintaining medical records.

•Filing and maintaining financial records.

•Preparing and typing correspondence.

•Processing, coding, and completing insurance claim

•Processing mail.

•Purchasing and maintaining supplies and equipment.

•Performing computer skills in patient billing, transcription, scheduling,

insurance claims, accounts receivable, and data base entry.

•Performing accounting, billing, and banking procedures.

•Arranging for hospital admissions and outside referrals for the physician.

•Calling prescriptions to the pharmacy for the physician.

•Communication skills using appropriate medical terminology.

•Following appropriate legal and ethical professional conduct.

•Vital Signs

•Explain to the patient the Doctors orders

**References** References are available on request.