**Stephanie Wilson**23 June Street 3rd Floor (860) 986-0545

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**OBJECTIVE**

Eager professional with strong interpersonal skills seeks a challenging Medical Assistant externship which will utilize my experience in the customer service and financial arenas, and allow me to build upon my knowledge and abilities

**EDUCATION**

**American Institute**, West Hartford, CT 2011-Present

***Medical Assistant Program, 3.0 GPA***

* **Clinical Skills: Vital signs, charting, electrocardiogram, and CPR**
* **Lab Procedures: Collecting specimens, glucose tests, occult blood tests, phlebotomy, urinalysis**
* **Administrative Duties and Health Insurance Policies: Computer usage, medical terminology, coding, patient scheduling, and claims processing, keyboarding, and medical transcription**
* **Anatomy and Physiology: Structures and function of human body**
* **Medical Law and Ethics: Legalities, Confidentiality, CDC and OSHA regulations**

**EMPLOYMENT**

**Wireless Zone (Verizon) May 2010 –July 2011**

***Sales Representative***

* **Assisted customers with knowledge of products**
* **Assisted with merchandise orders and taking payments and money for purchases**
* **General customer service with service or product issues**
* **Monthly meetings regarding sales goals and quotas**

**Comcast Corporation** March 2010–July 2010

***Customer Account Executive***

* **Resolved customer issues and billing issues in Call Center environment**
* **Represented Comcast Company with highest professionalism at all times**

**Bank of America** February 2009–November 2009

***Customer Service Rep 2/Client Migrations Advisor***

* **Verified checks with Teller Positive Pay (TPP) error messages when processed at the teller line by reviewing electronic feeds sent from account holders**
* **Resolved all other client check cashing issues related to TPP**
* **Enrolled clients in self service system access**
* **Processed Proper closing of client Accounts which have been retired from previous MicroCash system to the new Bank of America Online Direct system**
* **Provided phone support to clients new to Bank of America Online Direct**

**SKILLS**

* **Proven problem solver with the ability to analyze and break down complex situations**
* **Evaluates alternative sources of action with likely outcomes and selects the best alternative**
* **Proficient in Microsoft Word, Microsoft Excel, Microsoft outlook, and Access**
* **Excels in fast pace environments: maintains professionalism in stressful situations**
* **Organized with the capabilities to service several transactions simultaneously**