**VERONICA AMADOR**

P O Box 261440

Hartford, CT 06126

(860)816-2866

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**SUMMARY**

Dependable professionalwith more than 10 years of transferable experience. Proven clerical, customer service and communication skills in a variety of settings.

**SELECTED SKILLS**

**General Office**

1. Organized and implemented group activities in an efficient manner
2. Scheduled appointments and assured timely arrival
3. Maintained accurate financial records, and paid all invoices on time
4. Answered phones and took accurate messages
5. Prepared reports and created documents using MS Word and Excel
6. Located desired information using the Internet
7. Organized paperwork for the days business activities

**Customer Service**

1. Welcomed customers and visitors in a friendly and courteous manner
2. Provided customers/clients with desired information in a timely manner
3. Listened, calmed and assisted customers with concerns
4. Prepared correspondence, spreadsheets, and presentation for management using Microsoft Word, PowerPoint, and Excel
5. Book/Reschedule patient appointments

**Communication**

1. Answered phones in a courteous and professional manner
2. Established rapport with diverse individuals and groups
3. Demonstrated ability to express ideas in a team environment and influence action
4. Handled routine and complex inquiries from employees
5. Responded to email inquiries

**EMPLOYMENT HISTORY**

POS Associate, Kohl’s Department Stores – Rocky Hill, CT 11/2011-12/2011

Medical Assistant Extern, St. Francis Hospital – Hartford, CT 05/2011-07/2011

Management Information Analyst, The Travelers Ins. Co. – Hartford, CT 09/1995-08/2010

Customer Service Manager, Wal-Mart – Rocky Hill, CT 09/2006-06/2008

**EDUCATION**

Medical Assistant: Lincoln Technical Institute, New Britain, CT 08/2010-07/2011

**SPECIAL SKILLS**

Speak fluent Spanish

Computer proficiency – Microsoft Outlook, Word, Excel, and PowerPoint

Type 40+ words per minute

Phlebotomy

Vital Signs

Urinalysis

Hematocrit

Hemoglobin

Knowledge of EHR/EMR

**LICENSURE AND CERTIFICATIONS**

*American Heart Association* 03/2011-03/2013

CPR Certified

*AAMA* 07/2011-07/2016

Certified Medical Assistant