**Caitlin Ball 159 Sunnyslope Drive Southington, CT 06489 (978)875-1079/cball1307@gmail.com**

**Highlighted of Qualification**

* Strong interpersonal, organizational and technical skills.
* Excellent customer service skills and able to interact with people in a professional manner.
* Detail oriented individual with excellent communication skills, both written and oral.
* Able to multi-task and prioritize, completing assignments in a high pressure-filled environment.
* Proficient in computer programs including: Excel, Word, Outlook, and PowerPoint.

**Employment Experience:**

**Bartender,** *Simple Man Saloon,* Clinton, MA 03/10 – Still Employed

* Provide patrons with exceptional service and dining experience.
* Check identification of customers to make sure they meet age requirements for purchase of alcohol.

**Scheduling and Pre-Registration Coordinator**, *Health Alliance Hospital*, Leominster, MA 06/10 – 11/11

* Schedule radiology, rehabilitation, EKG and Pulmonary Function appointments.
* Greet and check-in patients using a hospital scheduling system, Seimans and Syngo programs.
* Confirm authorization and insurance verifications have been received for different procedures.
* Provide general support to the department and clerical duties.
* Ability to work closely and effectively with coworkers.

**Patient Care Associate**, *Brigham and Women’s Hospital*, Boston, MA 02/10 – 6/10

* Provided direct care to patients on a medical/surgical floor.
* Assisted Nurses in the department with general support services.
* Organized the department floor to ensure all materials are fully stocked.

**Marketing Director/Weight Loss Coach**, *Thin and Healthy Total Solutions*, Clinton, MA 11/08 – 04/09

* Assist gym members with weight loss program.
* Advertise and promote program to the public within Worcester County.

**Waitress/Bartender,** *Ristorante Via Alto 27,* Clinton, MA 10/07 – 03/10

* Provide patrons with exceptional service and dining experience.
* Wide knowledge of wine and food pairings.

**Special Education Paraprofessional**, *Clinton High School*, Clinton, MA 09/07 -- 06/08

* Assist, support and work closely with the classroom teacher.
* Assists with devising learning strategies specific to the individual.
* Monitors work and correct papers.

**Administrative Assistant**, *Center for Health and Wellness*, Keene, NH 09/03 – 05/07

* Greet patients upon arrival to fill-out necessary paperwork prior to appointment.
* Communicate regularly with Medical staff to assist in patient flow.
* Respond courteously to all phone calls to help direct the call to the appropriate personal.

**Education:**

Bachelors of Arts in Health Science August 2003 – May 2007

Keene State College, Keene, NH

*Certification:*

TIP Certified

Clinton, MA August 2011

Certified Nurse Assistant/Home Health Aide July 2009

American Red Cross Leominster MA

**Internship Experience**

**Cheshire Coalition for Tobacco Free Communities**, Keene, NH 06/07 – 09/07

**Merrimack Wellness Center**, Merrimack, NH 06/07 – 07/07