# JENNIFER L. CRUZ-CHILEL

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## Objective: My ability to multi-task, learn quickly and blend my customer service skills with my medical training is a foundation that will make me a valuable employee in the medical industry. (Bilingual in English/Spanish.)

**Education**

The Sawyer School, Hamden, CT **Medical Assistant /Secretary Program** Graduate 2009

Guilford High School, Guilford, CT **High School Diploma** Graduate 1998

## 

Work Experience

Office Team, New Haven, CT

**Customer Service/Data Entry**  2011

Managed customer information database

Check and verified customer orders

Updated billing information and processed refunds

Managed phone center and directed call to the appropriate department

Lifetime Solutions,Guilford, CT

**Home Health Aide** 2010-2011

Managed client vitals, and followed care plans indicated by RN

Scheduled patient's appointments

Maintained clean and healthy environment in client’s home

Oversaw and documented medications in accordance with full activity plan

Assisted clients with their appointments

Dunkin Donuts,North Branford, CT

**Cashier**  2008- 2010

Handled financial transactions

Responsibility of opening & closing store

Maintained cleanliness of store

VA Medical Center,West Haven, CT

## Externship / Volunteer 2009

Documented and performed vitals,

Maintained patient rooms

Contacted patients regarding their appointments

Checked in/out patients

Escorted patients to their rooms

Assisted Doctors

Ordered supplies and documented supplies needed

## Professional Skills

CPR Certified

EKG

Medical Coding and Billing

MediSoft

Vital Signs

Urinalysis

Capillary Puncture& blood tests

First Aid

Medical Terminology

Transcription ICD-9 & CPT coding

Vista CPRS

Universal Precautions

**REFERENCES AVAILABLE UPON REQUEST**