

# JESSICA CLAIRE

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## SUMMARY

Dedicated and focused Support Representative who excels at prioritizing, completing multiple tasks simultaneously and following through to achieve project goals. Seeking a role of increased responsibility and authority.

## HIGHLIGHTS

- Microsoft Office proficiency
- Excel spreadsheets
- Schedule management
- Meticulous attention to detail
- Strong interpersonal skills
- Results-oriented
- Dedicated team player
- Advanced MS Office Suite knowledge
- Testing
- Strong problem solver
- Patient charting
- Time management
- Executive presentation development
- Medical terminology
- Critical thinker
- Planning/coordinating
- CPR/BLS certified
- Fluent in Telugu, manageable Hindi Language.
- SQL
- Data warehousing and analytics

## ACCOMPLISHMENTS

### EXPERIENCE

#### Data ware House/ETL Tester, 05/2015 - 07/2015

Dignity Health – Los Angeles, CA

- Testing activities to validate the overall process to extract and integrate data including the delivery of information using pre-defined and ad hoc reports.
- Testing the performance of the system to extract and load data, and respond to database queries.
- Tested the data staging process that load flat files data in to ODS.
- Developed complex SQL queries for querying data against different databases for data verification process.
- Worked with Data Warehousing developers who extensively used DATASTAGE, to design mapping to move data from source to target database-using Stages to do the functionality.
- Prepared status summary reports with details of executed, passed and failed test cases.
- Functional testing to ensure business requirements are met.
- Non-functional testing to ensure usability and system requirements are met.
- Power Query to Import data from sources including relational databases, text files, web pages, and Excel workbooks.
- Build repeatable processes to filter, clean, aggregate, and transform your data.
- Prepared the Test Plan and Testing Strategies for Data Warehousing Application
- Extensively interacted with developers, business& management teams to understand the OPM project business requirements and ETL design document specifications.
- Tested to validate the data using excel for data mapping to SQL studio.
- Participated in regular project status meetings and QA status meetings every week.
- Involved in Peer review of the test cases.
- Prepared daily status reports with details of executed, passed, and failed test cases and defect status.
- Assigned the tasks of testing functional applications and, validating testing procedures
- Used Data profiler to test the files.

**Environment:** Microsoft Management studio, Visual Studio, SQL, Flat Files, Excel, Xml, Power Query, Manual Testing.

#### Medical Office Representative, 05/2014 - 05/2015

Regional One Health - Guthrie Primary Care – City, STATE

- Planned and executed all aspects of a major office headquarter move.

- Received a merit raise for strong attention to detail, exemplary customer service and team-player attitude.

- Coordinated all department functions for team of 6+ employees.

- Performed administration tasks such as filing, developing spreadsheets, faxing reports, photocopying collateral and scanning documents for inter-departmental use.

- Successfully trained staff in all office systems and databases, policies and procedures while focusing on minimizing errors and generating superior results.

- Answered multiple phone lines, transferred calls to corresponding departments, filed patient records and billed accordingly.

- Facilitated on boarding of new employees by scheduling training, answering questions and processing paperwork.

- Reviewed medical records for completeness, assembled records into standard order and filed records in designated areas according to alphabetic and numeric filing system.

- Handled and processed confidential patient information.

- Coordinated admission processes and prepared medical records and agreement packets.

- Communicated with patients via phone, email and in person to obtain payments on outstanding accounts or accounts requiring deductibles or co-pays.

- Improved communication efficiency as primary liaison between departments, clients and vendors.

- Scheduled and confirmed appointments for entire management team.

- Managed incoming and outgoing calls for busy medical office.

- Updated patient accounts and information on a daily basis.

- Contacted insurance providers to verify correct insurance information and get authorization for proper billing codes.

- Maintained detailed administrative and procedural processes to improve accuracy and efficiency.

- Designed electronic file systems and maintained electronic and paper files.

- Managed the receptionist area, including greeting visitors and responding to telephone and in-person requests for information.

- Made copies, sent faxes and handled all incoming and outgoing correspondence.

#### Student Tech Assistant, 08/2013 - 05/2014

University Of Houston Clear Lake – City, STATE

- Drafted meeting agendas, supplied advance materials and executed follow-up for meetings and team conferences.

- Managed the receptionist area, including greeting visitors and responding to telephone and in-person requests for information.

- Maintained the front desk and reception area in a neat and organized fashion.

- Organized files, developed spreadsheets, faxed reports and scanned documents.

- Received and distributed faxes and mail in a timely manner.

- Managed daily office operations and maintenance of equipment.

- Inspired students to translate their academic interests into the real world by taking positive actions.

- Established course websites to make updated handouts and other resources available to students at all times.

- Reviewed admissions folders for transferred students admitted to the university.

## EDUCATION

#### Bachelor of Science: HealthCare Administration, 2014

University of Houston clear lake - Houston, TX

HealthCare Administration

#### Associate of Science: Science, 2012

NorthLake College - Irving, TX

Science

## SKILLS

- academic, administrative, administrative support, attention to detail, billing, cash register, Strong interpersonal skills, conferences, clients, customer service, databases, email, fashion, fast, faxes, faxing, filing, insurance, Legal, materials, meetings, Excel spreadsheets, mail, Microsoft Office, MS Office Suite, office, neat, numeric filing, policies, presentation development, problem solver, processes, receptionist, reception, sales, scanner, scanning, scheduling, spreadsheets, team-player, team player, telephone, phone, Time management, websites, QA testing, SQL