

# Emma Juvenal

Murray, UT  
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## EXPERIENCE

### **ARUP, Salt Lake City, UT — Specimen Processor**

JANUARY 2021 - PRESENT

- Opened and prepared shipments for processing
- Processed over 30 specimens an hour
- Handled specimen documentation for correct labeling and scanning
- Able to perform backup PST responsibilities such as answering questions, reroutes, overrides, and not-ins

### **ARUP, Salt Lake City, UT — Manifestor**

JULY 2020 - JANUARY 2022

- Received, scanned, and prepared shipments to be distributed to processors
- Coordinated with team members to determine best methods of handling shipments
- Corrected shipment errors in Shipment Tracking
- Organized and printed data using Excel to manifest short stability specimens

### **Discover, West Valley City, UT — Credit Card Debt Specialist**

NOVEMBER 2019 - APRIL 2020

- Responsible for performing collection activities on receivables
- Communicated with customers in regards to payments on their credit card
- Collaborated with customers on repayment plans that met their needs

## EDUCATION

### **Mountain View High School - Orem, UT — High School Diploma**

SEPTEMBER 2012 - MAY 2015

## SKILLS

- PST certified for specimen reroutes, overrides, and not-ins
- Experience in Manifesting and Processing
- Data Entry and Analysis
- Proficient in Order Management Studio and Millenium for processing
- Specimen Handling
- Team Collaborator
- Organized and Friendly!
- Experienced with customers and customer experience
- Negotiation skills

## REFERENCES

Zack Palmer – Specimen Processing Lead for ARUP

1-385-900-3688

Morgan Hancock– Specimen Processing PST for ARUP

1-801-792-6530

