

Erma Jean Nelson

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Objective

A part or full-time home based position with a highly reputable telemarketing organization sponsoring and representing solid products and services.

Profile

Powerful telephone skills with the ability to be patient and sensitive to the customer's needs and apprehensions. Self motivated, diplomatic and tactful with professionals and non-professionals at all levels. Accustomed to handling sensitive, confidential records. Demonstrated history of producing accurate, timely reports. Flexible and versatile – able to maintain a sense of humor under pressure. Poised and competent with demonstrated ability to easily transcend cultural differences. Thrive in deadline-driven environments. Excellent team-building skills.

Skills Summary

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|--------------------------|------------------------|---------------------------|
| ♦ Written Correspondence | ♦ Computer Savvy | ♦ Insurance Billing |
| ♦ General Office Skills | ♦ Customer Service | ♦ Accounting/Bookkeeping |
| ♦ Sales | ♦ Scheduling | ♦ Front-Office Operations |
| | ♦ Answering telephones | ♦ Switchboard Operator |

COMMUNICATION: REPORTS/CERTIFICATES

- ♦ Switchboard Operator
- ♦ The ability to communicate effectively and help others.
- ♦ Proficient in answering telephones
- ♦ Clerical and secretarial experience, including word processing.
- ♦ Experience in Elementary, Middle and High School setting
- ♦ Experience working with parents and staff
- ♦ Knowledge of modern office practices and procedures
- ♦ Ability to maintain clerical records and prepare the appropriate reports
- ♦ Process verbal and written orders
- ♦ Strong interpersonal skills developed in the medical and non medic environments
- ♦ Generated legal consent forms
- ♦ Answered and responded to calls from patients and families
- ♦ Familiar with hospital procedures, medical billing and insurance processing
- ♦ Knowledge and ability to operate a variety of office machines
- ♦

Employment History

- ♦ 2010-2011 J C Penney~Waxahachie, Texas
- ♦ 2000-2004 Beecher School District~Flint, Michigan
- ♦ 1990-1999 Genesys St. Joseph Campus~Flint, Michigan
- ♦ 1988-1990 Blue Care Network; Upjohn Health Care; St. Joseph Family Health Center~Flint, Michigan
- ♦ 1978-1989 Chevrolet Truck Assembly~Flint, Michigan
- ♦ 1973-1978 Communications Representative (Operator): Michigan Bell Telephone Company; Blue Care network~Flint, Michigan

Education History

- ♦ 1996-1999 Genesys Hospital
- ♦ Earned Certificates of Training for Administrative Associate I,II & III~Flint, Michigan
- ♦ 1988 Medical Assistant Program
 - Earned certification as Registered Medical Assistant
- ♦ 1978-1980 Data Processing Course Work
- ♦ Detroit College Of Business~Flint, Michigan
- ♦ Baker Jr. College
- ♦ 1969-1971 AM &N University of Arkansas At Pine Bluff
- ♦ Business Education