

JHICURRIA LEE

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PROFESSIONAL SUMMARY

I Jhicurria lee have been working since the day a turned 16 i have always been an Goal-oriented individual with a pleasant personality and a tenacity that knows no restrictions. A multitasking considered highly ambitious, willing to meet or exceed monthly quotas and capable of maximizing brand awareness. When doing a job im Dedicated to enhancing underwriting department operations with an analytical and disciplined approach. Able to work with minimal direction to solve problems, resolve conflicts and respond to customer inquiries. As i got older to become a mature young woman providing everything i need on my own being independent i knew the true meaning of and for hard work,dedication and education .

SKILLS

- Staff management
- Continuing education
- Customer service
- Technical support
- Exceptional communication skills
- Quick learner
- Tutoring
- Health and safety procedures

WORK HISTORY

Correctional Officer

Bay Corrections - Panama City, FL

09/2018 - 10/2018

Sadly this job wa short term due to hurricane Michael but I loved the leadership I was able to provide having this type of duty .

- Made rounds at specified intervals and conducted head counts and roll calls.
- Made regular sanitation and maintenance checks of dorm's and reported results to appropriate personnel.
- Determined and assigned inmates to appropriate housing.
- Observed behavior of residents individually and in groups.
- Prepared, processed and maintained forms, reports, logs, records and activity journals.
- Built solid relationships with staff and residents to help keep the institution safe and secure.
- Maintained the custody and control of 46inmates housed in maximum security unit.
- Made sure holding areas were cleaned and that prisoners were served meals on time.
- Directed the activities of inmate crews working on maintenance, operations, farming and construction projects.

Direct Support Professional

Florida Mentor - Panama City, FL

12/2016 - 09/2018

- Assisted disabled clients in any way necessary to facilitate independence and well-being.
- Monitored progress and documented any status changes accordingly.

- Worked to improve and enhance patient lives through effective and compassionate care.
- Administered medication as directed by physician.
- Communicated goals, plans and progress to parents or guardians.
- Coordinated the review, revision and creation of Operational Policies within ER Department.
- Accurately documented all elements of nursing assessment, treatments, medications, discharge instructions, and follow-up care.
- Ensured safety and well-being of patients.
- Managed case of 20 clients, providing education, treatments, IV therapy, venipuncture and wound care.

Call Center Customer Service Rep

General Dynamics - Panama City, FL

01/2017 - 09/2017

At this Call center I was a call center Representative I loved my job and the way I was able to help people with their applications for health insurance for the following year .

- Interacted with the Social Security Administration and other entities for timely processing and delivery of quality customer service and results.
- Worked night and weekend shifts during holiday season .
- Communicated all store initiatives and promotions to customers to generate return business.
- Directed calls to appropriate individuals and departments.
- Resolved all customer complaints in a professional manner while prioritizing customer satisfaction.

Cashier

Publix Super Markets Inc - Panama City, FL

02/2015 - 12/2016

- Stocked and maintained inventory levels according to store policies.
- Scanned items, weighed special purchases and entered codes to properly price items.
- Engaged customers warmly and provided immediate and dedicated assistance.
- Bagged merchandise in careful and efficient manner to minimize damage.
- Preserved a perfect attendance record for 12months.
- Priced merchandise, stocked shelves and took inventory of supplies.
- Prioritized helping customers over completing other routine tasks in the store.
- Resolved all customer complaints in a professional manner while prioritizing customer satisfaction.

EDUCATION

High School Diploma

North Bay Haven Career Academy - Panama City, FL

2017