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| --- | --- | --- | --- | --- | --- | --- | --- |
| Clara  Bruce | |  |  | | --- | --- | | 825 Monette Dr.  Glenn Heights, TX 75154 |  | | 972.825.7897 |  | | Clarabruce1031@yahoo.com |  | |
|  | Education | | |

## Associates in Science, A.S. | *Navarro College*, Waxahachie, TX

### 2015 – 2017

* 3.7 GPA
* Magna cum laude, and Phi Theta Kappa Honor Society

## High School Diploma | *Daniel Boone High School*, Grey, TN

### 2006 – 2006

* Honor Roll student.

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| --- | --- |
|  | Experience |

## Patient Access Representative | *Altus Emergency Center*, Waxahachie, TX

### Feb 2017 – May 2017

* Obtained complete and accurate demographic information and insurance to register patients
* Collected cash/credit payments
* Completed and balanced daily financial reports
* Communicated with physician and clinical staff to appropriately take care of our patients

## Online Banker/Tech Support | *Capital One Bank*, Irving, TX

### Feb 2012 – May 2014

* Assisted customers with enrolling in online banking, resetting passwords/security questions
* First and second level technical support along with web chats
* Also, assisted the customer service department for balances, fee refunds, and escalations.
  + Most Improved Banker July 2012, Club 5 April 2014

## Customer Care | *Cross Country Automotive*, Irving, TX

### Jan 2011 – Sept 2011

* Worked in the Lexus division for Lexus inform customers to upgrade their subscription
* Also, assisted the customer service department to provided turn-by-turn directions, contacted Emergency services if we had an airbag deploy, and handled escalations.

## Communications Specialist | *Mountain States Health Alliance*, Johnson City, TN

### July 2006 – Oct 2010

* Connected our physicians/nurses by phone with outlying hospitals to facilitate transfers
* Worked with our House Supervisor to make sure the beds in our hospital were clean and we had the availability for the new patient.
* Also, worked closely with WINGS air rescue

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|  | Skills |

|  |  |
| --- | --- |
| * Prompt and dependable * Conveys a warm, empathetic tone * Detail oriented * Medical Terminology | * PC/Internet/Email/Fax/Phone * Tsystem/NextGen/Availity experience * Microsoft proficient * Pre-Nursing degree |

|  |  |
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|  | Certifications  * BLS for Healthcare providers  Activities |

* I volunteer every week for Meals on Wheels in Ellis County. I thoroughly enjoy being able to deliver lunch to the elderly and less fortunate.