

# Kayleigh Alves

## **Sales Associate**

Fall River, MA 02724

[kayleighalves7\\_x6x@indeedemail.com](mailto:kayleighalves7_x6x@indeedemail.com)

(508) 292-7683

- Passionate, very open to learning new opportunities
- Excited to utilize my newly acquired coding and computer skills
- Self-motivated and extremely organized
- Dedicated to new business opportunities with your company and hoping to learn new skills in my profession.

## Work Experience

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### **Customer Service Representative**

Lincare Healthcare - Fall River, MA

December 2018 to Present

Processing medical orders , Sorting faxes , patient care , answering phones , multitasking , insurance verifications , scheduling appointments

### **Crew Member**

Dunkin' Donuts - Somerset, MA

June 2018 to December 2018

- Worked in a high pressure environment
- Maintained quality control
- Managed store operations
- Helped train new employees
- Covered drive thru and front counter
- Worked the cash register
- Performed various administrative tasks
- Communicated with customers
- Helped customers with orders
- Bagged orders and meals for customers
- Made food
- Restocked items
- Took out trash and recycling
- Swept and mopped area, lobby, and store
- Maintained a positive attitude

### **Server**

Denny's - Fall River, MA

February 2018 to December 2018

- Worked at a restaurant
- Handled a high volume of customers regularly
- Greeted customers

- Took and memorized orders

### **Server**

Friendly's - Fall River, MA

June 2017 to February 2018

- Worked at a restaurant
- Handled 30 tables daily
- Greeted customers and guests
- Took food and drink orders
- Prepared ice cream, breakfast, lunch, dinner, and orders
- Served meals
- Checked on customers, diners, and guests frequently
- Bussed tables
- Handled money
- Swept, mopped, and prepared for customers, diners, and guests

### **Sales Associate**

SAVERS - Fall River, MA

April 2013 to May 2014

- Operated cash register in a timely and accurate manner
- Cleaning store and maintaining cleanliness of countertop
- Stocked shelves for item distribution
- Excellent customer service skills

### **Hostess**

Beckford's Grille - Brockton, MA

March 2009 to December 2012

- Trained employees
- Provided exceptional customer service
- Stocked food supplies
- Assisted with computer program micros

## Education

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### **Certificate**

The Salter School - Fall River, MA

January 2015

## Skills

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- CUSTOMER SERVICE (4 years)
- RECEPTIONIST (4 years)
- RETAIL SALES (4 years)
- ELECTRONIC HEALTH RECORDS (Less than 1 year)
- BILLING (Less than 1 year)
- CSR

- Customer Care
- Customer Support
- Call Center

## Assessments

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### **Customer Focus & Orientation — Proficient**

October 2019

Responding to customer situations with sensitivity.

Full results: [https://share.indeedassessments.com/share\\_assignment/mijirnjdobpj49s](https://share.indeedassessments.com/share_assignment/mijirnjdobpj49s)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

## Additional Information

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### SKILL SET:

Electronic Health Records ICD-9/CM Microsoft Word  
Keyboarding CPT HCPCS  
Medisoft Advanced CMS 1500 Forms Customer Service  
Filing Medical Billing Time Management