

John Herlihy

I want to become an asset to your team.

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I am a fast learner, passionate, detail-oriented, reliable employee who always puts the customer first. I aim to serve with a sense of professionalism and pull more than my weight when working with others.

Work Experience

Patient Service Representative

UT Southwestern Medical Center - Dallas, TX

February 2020 to July 2020

- Provided a welcoming presence at all entrances. Greeted patients, their families and guests, in building lobbies or other patient care areas; provided escorts and wheelchair assistance, ensured patient comfort and safety at all times.
- Sought to understand the needs of the internal and external customers; met and exceeded those needs. Served as a liaison between patients, their families, friends and our medical staff. Performed other duties as required to provide fast and friendly genuine hospitality. Gave personal attention, took personal responsibility and used teamwork when providing guest services.
- Responded to patients inquiries for information in person and over the telephone providing information regarding health care services; provided directions to various facilities and services (restrooms, dining, etc.).
- Kept current on UT Southwestern Campus information in order to answer phones, respond to requests & provided appropriate information as required. Respectfully interacted with emotionally ill patients and family members.
- Worked with Lead Patient Services Representatives to solve specific problems either on a one to one basis or in groups. Provided assistance to Lead Patient Services Representative to ensure successful business operations.
- Demonstrated attention to detail, maintained confidentiality, demonstrated accuracy and thoroughness, follows policies and procedures, followed instructions, responded to leadership direction and arrived to work, meetings and appointments on time.
- Provided assistance with electronic and in person patient check in located at the applicable Guest and Patient Services desks across campus.
- Communicated changes effectively, prepared and supported those affected by change, monitors transition and evaluated results and applies feedback to improve performance.
- Listened, apologized, found a solution and follows through when resolving guest problems.
- Gave personal attention, took personal responsibility and uses teamwork when providing guest services.
- Duties performed may include one or more of the following core functions: a) Directly interacted with or caring for patients b) Directly interacted with or caring for human subject research participants.
- Performed other duties as assigned.

Barista and Cashier

Starbucks - Dallas, TX

June 2019 to February 2020

- Delivered customer service to all customers by acting with a customer comes first attitude and connecting with the customer.
- Followed Starbucks operational policies and procedures, including those for cash handling and safety and security, to ensure the safety of all partners during each shift.
- Maintained a clean and organized workspace so that partners can locate resources and product as needed.
- Provided quality beverages and food products consistently for all customers by adhering to all recipe and presentation standards.

Sales associate and inventory

My Fit Foods - Dallas, TX

July 2016 to February 2017

- Assisted customers and promoted products
- Stocked daily deliveries and controlled inventory

Prepared Foods Team Member

Whole Foods Market - Basalt, CO

July 2014 to October 2014

- Performed food preparation duties in a fast-paced environment
- Cleaned all work areas, equipment, utensils, dishes, and silverware and ensured they are stored appropriately in accordance to state law
- Stored food in designated containers and storage areas to prevent spoilage and increase shelf life

IT specialist

Durango Operating LLC - Natchez, MS

January 2011 to February 2014

for production and GPS tracking

- Designed and implemented petroleum production spreadsheets
- Installed and maintained GPS vehicle tracking systems
- Measured and maintained production of oil wells
- Set up fiber glass water legs for oil separators.

Barista

Starbucks Coffee

May 2011 to December 2011

- Delivered customer service to all customers by acting with a customer comes first attitude and connecting with the customer.
- Followed Starbucks operational policies and procedures, including those for cash handling and safety and security, to ensure the safety of all partners during each shift.
- Maintained a clean and organized workspace so that partners can locate resources and product as needed.
- Provided quality beverages, whole bean, and food products consistently for all customers by adhering to all recipe and presentation standards.

Education

Bachelor of Arts in Business and History in Business and History

Warren Wilson College - Swannanoa, NC

September 2004 to December 2009

Skills

- Sales
- Powerpoint
- Customer Service
- Microsoft Office
- Barista Experience
- Coffee Experience
- Hospital Experience
- Front Desk
- Medical Records
- POS
- Guest Services

Assessments

Attention to Detail — Familiar

August 2019

Identifying differences in materials, following instructions, and detecting details among distracting information.

Full results: [Familiar](#)

Work Style: Conscientiousness — Proficient

April 2019

Measures a candidate's tendency to be rule-abiding, well-organized, hard-working, confident, and think before acting.

Full results: [Proficient](#)

Customer Service — Proficient

April 2019

Measures a candidate's skill in evaluating approaches to customer service & satisfaction.

Full results: [Proficient](#)

Retail Customer Service — Highly Proficient

April 2019

Measures a candidate's ability to comprehend and respond appropriately to retail customer needs.

Full results: [Highly Proficient](#)

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