

JESSICA MARTIN

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----- Professional Summary -----

Goal-oriented individual with a genuine interest in the medical field. Effective learner with great proficiency in learning new tasks and meticulous attention to detail. Experienced in fast-paced environments which require accuracy and precision. Ease with forming sincere and empathetic connections with people, underwritten by four years of experience in customer service.

----- Skills -----

- Adaptive learner with ability to organize details in a methodical way.
- Adept at memorization.
- Skilled in all Microsoft Office Applications, including Word, PowerPoint, and Excel.
- Familiar with both Mac OS and Windows software.
- Extremely organized and detail-driven but still highly efficient and capable of multi-tasking.
- Sympathetic to the needs of others with the desire to be helpful.
- Experienced communicator and service-provider.
- Responsible, disciplined, and self-motivated.

----- Education -----

Bachelor of Science and Arts: Biology, pre-PA, August 2016 to May 2020

University of Texas at Austin – Austin, TX

- Coursework in Medical Terminology, various Psychology courses, Ethics, Anatomy, Physiology and many upper-division science courses in the fields of Biology, Chemistry, and Biochemistry.
- Additional coursework in the humanities, arts, and related fields, in order to obtain a well-rounded education that involves both science and arts, with an official field of study in Psychology (equivalent to a minor).
- Current Cumulative GPA of 3.73 and Dean's List Fall 2018 with a 4.0 GPA.
- After achieving a BSA, will continue education in a Physician's Assistant program to obtain Master's Degree.

----- Work History -----

Customer Service Associate, Self-Checkout Specialist, 06/2015 to 11/2019

HEB – Austin, Texas and Victoria, Texas

- Provide exceptional customer service through active communication, genuineness, and regards to quality, while exhibiting unconditional kind regard to all customers.
- Respond to customer concerns face-to-face with utmost understanding and use of resourcefulness to reach an appropriate resolution.
- Possess thorough knowledge of and train fellow employees on self-checkout software, ensuring their full knowledge of the best operational procedures and proper customer interactions.
- Create an inviting and clean, organized environment for customers by attending to any accidental spills or glass breakages in a timely manner.
- Provide immediate assistance to the elderly, expecting mothers, and parents of small children while in the store and while transporting groceries to the vehicle.

Pharmacy Technician, 11/2019 to Current

HEB — Austin, Texas

- Extreme attention to detail, in order to ensure patients receive the correct medication at the right dosage and quantity.
- Possess thorough knowledge of how a pharmacy is run, including how to place an order for out-of-stock medications, putting medications in correct place, and the process of receiving a prescription from the doctor, inputting it accurately, and filling it in an efficient manner.

----- Certifications -----

AHA BLS CPR Certification, 04/06/2019 to 04/2021

Code: 195502509539

NREMT EMT-Basic, 09/2019 to 03/2022

ID: E3486540