

Résumé

# Jessica Odri

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## Objective

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I am seeking a position where my organizational abilities, client service and computer skills can be fully utilized. I want to contribute to a positive and productive work environment.

## Work Experience

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November 2010 – April 2017

### **Vancouver Coastal Health – BMT/Leukemia Program Support**

#### ***Receptionist/Clerk (Jan 2012-Apr 2017)***

Responsible for answering incoming calls, directing visitors/patients, maintaining/organizing patient's charts, sorting faxes, sorting and distributing mail within the department, printing and photocopying transcription letters, creating patient education binders and other tasks as assigned.

#### ***Medical Transcriptionist/Secretary (Mar 2014-Feb 2015)***

Responsible for assisting physicians in various tasks including; answering incoming calls, taking messages, scheduling patient appointments, clinic preparation and other duties that may arise.

#### ***Administrative Support (various periods between Nov 2010-Apr 2017)***

Responsible for sorting and filing patient information, creating new patient charts, preparing patient charts for clinic and entering patient information into a database. Ensuring medical records are kept up to date and well organized. Processing miscellaneous and travel expense claims, coordinating the hospital service schedule for Internal Medicine physicians and assisting in the organization of various teaching events and conferences.

March 2010 - June 2010

### **Regus PLC**

Client Service Representative (unpaid internship)

In this position I was responsible a variety of different tasks; including reception, restocking supplies, setting up meeting rooms/day offices, keeping the kitchen tidy, sorting and delivering incoming mail, preparing outgoing mail and assisting clients with administrative functions such as filing, photocopying, scanning, printing and binding.

December 2007 - January 2010

### **ACT Public Library**

**Department of Territory and Municipal Services**

Shelver

In this position I was responsible for shelving and organizing books in compliance with the Dewey decimal system and local library standards, as well as providing customer service to library patrons.

## Education and Training

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### **BSSS Certificate I in Business Administration**

This course covered a large variety of skills that are valuable in an office environment. Some of the competencies covered were:

- Participate in OHS processes
- Use business equipment and resources
- Work effectively in a business environment
- Apply basic communication skills
- Operate a personal computer
- Develop keyboard skills
- Plan skills development
- Organize and complete daily work activities
- Participate in environmentally sustainable work practices

### **BSSS Certificate II in Business Administration**

This course built on many of the skills taught in Certificate I, but also included:

- Communicate in the workplace
- Work effectively with others
- Produce simple word processed documents
- Process and maintain workplace information
- Create and use spreadsheets
- Organize and complete daily work activities
- Use business technology
- Handle mail
- Deliver a service to customers
- Communicate electronically

### **Statement of Attainment for BSSS Certificate III in Business Administration**

This course built on many of the skills taught in Certificate II. I enrolled in this course for 6 months and built upon many of the previous skills, but was also awarded this additional competency within the short timeframe:

- Produce desktop published documents

### **Year 12 Certificate Melba Copland Secondary School**

- Business Administration
- Maths Applications
- Double Major in English
- ICT Competencies achieved

## References

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References available on request.