

Justin R. Hill

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PROFESSIONAL SUMMARY

To secure employment with Department of Veterans Affairs as Advanced Medical Support Assistant. Currently, working as a Supply Technician at the VA. My number one priority is to ensure best customer service, managing supplies/adjusting par levels in the OR, and deliver requested products in safe and timely manner.

PROFESSIONAL ATTRIBUTES

Exceeds customer service

Resilient and creative

Builds coalition

Continual process improvement

Excels at problem resolutions

Team-focused

EMPLOYMENT HISTORY

Department of VA Department

Supply Technician

Aug 2022 - Present

Department of Army

Medical Support Assistant

Nov 2021 - Jul 2022

Seaside HomeDepot

Customer Order Fulfillment

Jan 2020 - Nov 2021

Denver Pavilion Uniqlo

Customer Service Associate

Nov 2019 - Dec 2020

Base Commissary

Supply Technician

Aug 2019 - Oct 2019

Atago Sports Complex

Customer Service, Translator

Dec 2018 - Oct 2019

Seven-Eleven

Customer Service Associate

Mar 2017 - Dec 2018

PERFORMANCE EVALUATION

2021 – Outstanding

GS-05, MSA, Department of Army

AWARDS

2021 – Civilian Service Achievement Medal

GS-05, MSA, Department of Army

EXPERIENCE

Department of Veterans Affairs (San Diego VA Medical Center)

3350 La Jolla Village Dr, San Diego, CA 92161

Supply Technician

Salary: 40,678

Hours Per Week: 40

Supervisor: Jeffery Davis

Okay to Contact Supervisor: Yes

Duties, Accomplishment and Related Skills:

As a Supply Technician at the VA Medical Center in San Diego La Jolla, I ensure the veterans, nurses, and doctors get the outstanding customer service. We are responsible for inventory (warehouse, Ominicell), delivering orders, case carts, handling crash carts, and managing operating room inventory.

I am responsible for managing the operating room's supplies, adjusting PAR levels with the existing Inventory Management Specialist, and a subject matter expert in the operating room. I collaborate with the IMS to forecast short and long range inventory so we can avoid fraud, waste, and abuse. Act as an liaison between the nurses and the IMS whenever they have a question or in need of an item. Coordinating with UCSD to ensure we can borrow supplies that we don't have stocked in the operating room. Cycle counting and checking expiration dates on each item to ensure we keep items up to PAR and avoid waste. Researching supplies on the computer to see orders, PO numbers, and location of the supply.

Working in the warehouse means inventory needs to be updated by performing cycle count to avoid fraud, waste and abuse. To prevent fraud, waste and abuse, we work with the Inventory Management Specialists and use the "scan gun" to accurately count items into the system. Also another important job that we preform is breaking out. One of the most underrated jobs in the warehouse because without breaking down the pallets, we will not have items to deliver.

We manage all delivery in the hospital and outbound orders to outside VA clinics. We get an order through a call or an email with what the customers (doctors, nurses and etc.) are in need of. Whenever working on an order, I like to ensure I'm sending the right item by matching the IMF number or reference number to the item. By matching the numbers, it can prevent wasted products and avoid serious accidents. We deal with "STAT orders", which is urgent and they need it immediately. When we get a STAT order, we stop what we're doing and focus on completing the order. After each order, we go onto "VISTA", which is the software we use to post items; update inventory, find items, and etc. Posting orders right after delivery can keep the warehouse's inventory accurately stocked.

Department of Army, POMHC (Presidio of Monterey Health Clinic, CalMed, Madigan)

473 Cabrillo St. Monterey, CA 93944

Medical Support Assistant

Salary: 44,368, GS-05

Hours Per Week: 40

Supervisor: Jeffrey Hayworth

Okay to Contact This Supervisor: Yes

Duties, Accomplishment and Related Skills:

As a medical support assistant at Presidio of Monterey Health Clinic and at the W. Gourley VA clinic, schedule, re-schedule, cancel, implement administrative support and coordinate daily

administrative activities for all clinical areas (Behavioral Health, Family Medicine, Family Medicine VA, Pediatrics, and Physical Therapy).

Schedule and coordinate in-office or virtual appointments for patients via walk-up reception window or telephonically. Check patient profile to validate patient identification information and ensure all appointments are made properly and error free. Remind patients of their upcoming appointments and assist in any problem resolution if needed.

Liaise between patient and the clinic providers. Communicate with providers to guarantee open appointment slots for the patient. Reschedule provider appointments in case of provider illness, training, or vacation.

Coordinate with various clinic departments (Family Medicine, Family Medicine VA, Pediatrics, Behavioral Health, and Physical Therapy) to confirm provider availability.

Provide patients with necessary documents before they are seen by the provider. (e.g. screening form, well woman exam, well child exam, immunization, etc.).

Advocate for Service Members and family members to ensure proper treatment and care.

Provide administrative patient support while collaboratively working within an interdisciplinary coordinated care delivery team.

Assist departmental leadership by training junior Medical Support Assistants on nuances of supporting multiple departments within the clinic (Family Medicine, Family Medicine VA, Pediatrics, Behavioral Health, and Physical Therapy). The training consists of checking in patients, handling various patient documents, clinical workflow and using the Zimbra patient medical record system.

Review patient medical information to avoid clinical process errors, like validating patient identification information, insurance information, and family member information for correctness.

Send electronic patient records, progress notes, referrals, lab results, and emergency discharge notes to patient profile and to providers using the Zimbra (Electronic Record) and Power Chart.

Observe and look for ways to streamline departmental efficiencies for positive change within the clinical environment per administrative guidelines and compliance regulations.

De-escalate patient conflicts with a calm demeanor, knowledge of clinical process and agency regulations.

Utilize and expertly wield advanced patient systems, such as: MHS Genesis, Revenue Cycle, Power Chart, and Zimbra.

Assist clinic administrators and team members with managing the pool of departmental workload, local reporting and managing the patient standby list.

Proficiently skilled in Microsoft and Apple front office business tools like Word, Excel, Power Point, Outlook, Pages, Numbers, Keynote and mail.

Seaside Home Depot

1590 Canyon del Rey Blvd, Seaside, CA 93955

Delivery Associate

Salary: 21,840

Hours Per Week: 40

Supervisor: Jafar A.

Okay to Contact This Supervisor: Yes

Duties, Accomplishment and Related Skills:

As a delivery associate at the Seaside Home Depot, ensured both customers and fellow employees were safe while working the delivery work queue. Worked with team members to maintain a safe and compliant work environment per company regulations.

Monitored delivery accuracy to ensure customer received products on time and within time performance objectives. Coordinated with supervisor and lead supervisor to hit daily workload, accuracy performance metrics, and managed flatbed off-load and on-load schedules within acceptable time limitations.

Called or emailed customers to schedule or reschedule shipment deliveries when dead lines were missed due to product shortage or other logistical issues arise.

Scheduled every requested delivery and validated 100% product accountability and order completeness within the customer-defined criteria.

Coordinated with supervisor, staff and the delivery truck driver to verify delivery time and to ensure 100% customer satisfaction.

Received, processed and followed-up on customer voice mails or employee electronic message traffic to ensure a pleasurable customer experience.

Liaised with customer and The Home Depot leadership team to maintain smooth transactions and overcome any unnecessary barriers to delivering outstanding customer support. Managed in-store order workload: BOPIS (Buy Online Pick up In Store), delivery, special orders, and resolved errant work orders. Processed 20-50 BOPIS orders every day with 100% accuracy and within performance time objectives.

Satisfied in-store demand by personally assisting customers to find what they are looking for. Assisted customers in attaining products too high on the shelf in a safe, methodical manner without damaging product or injuring anyone in the nearby vicinity. Operated various machines (fork-lift, and reach) within the store to assist in product delivery.

Proficiently skilled in Microsoft and Apple front office business tools like Word, Excel, Power Pint, Outlook, Pages, Numbers, Keynote and mail.

Denver Pavilion Uniqlo

Pavilions, 500 16th St Mall, Denver, CO 80202

Uniqlo Store Associate

Salary: 26,208 USD Per Year

Hours Per Week: 36

Supervisor: Nida Khan

Okay to Contact This Supervisor: Yes

Duties, Accomplishment and Related Skills:

As a store associate at Uniqlo, responsible for delivering outstanding customer service, maintaining 100% accuracy for all cash drawers. Since Uniqlo is a Japanese company, it was imperative that we delivered a high-level of customer support by managing the customer experience, ensuring product availability and placing special orders.

At Denver pavilion Uniqlo, special interest was paid to the delivery of the ultimate shopping experience: smiling, appealing body language, utilizing customer greetings, honing product knowledge, and addressing ad-hoc customer concerns. Customer complaints were dealt within in a hasty and effective manner, de-escalating when needed and ensuring all customers demands were met within a timely, respectful and professional manner.

Re-stocked product on store shelves and ensured store appearance objectives were maintained at all times per company regulations. Assisted store managers with store re-design efforts and resolved customer issues needing special attention and expediency.

Asserted personal initiative to anticipate both customer and leadership demand. Worked to maintain back of house procedures within company guidelines while supporting fellow team members servicing front of house operations. Maintained store inventory levels per supervisor and store procedural guidelines.

Proficiently skilled in Microsoft and Apple front office business tools like Word, Excel, Power Pint, Outlook, Pages, Numbers, Keynote and mail.

MCAS Iwakuni Commissary

Bldg. 615

MCAS Iwakuni

Yamaguchi-Ken, Iwakuni-Shi, Japan 740-0025

MCAS Iwakuni Commissary
(WEBCO)

Salary: 10,800 USD Per Year

Hours Per Week: 18

Supervisor: Josh Newland

Okay to Contact This Supervisor: Yes

Duties, Accomplishments and Related Skills:

As the stock/supply associate for the Marine Corps Air Station commissary, unloaded new merchandise from pallets and placed products on the shelves for store consumption. Also charged with product date validation to ensure customer safety and item prioritization. Leveraged meticulous attention to detail to ensure the items were prioritized properly and created an environment for a successful customer experience.

Coordinated with supervisor when pallets were received from associated vendors. Monitored the accuracy of the order to maintain proper inventory levels within agency standards and guidelines. Communicated with supervisor when levels were too low to maintain just-in-time availability levels.

Ensured each product on the shelf was presentable to the public. Checked for expiration dates on products to ensure customer safety and freshness performance metrics.

Proficiently skilled in Microsoft and Apple front office business tools like Word, Excel, Power Pint, Outlook, Pages, Numbers, Keynote and mail.

Iwakuni Taiikukyoukai (Iwakuni Suishinka)

Yamaguchi-Ken, Iwakuni-Shi, Japan 740-0037 2 chome Atagomachi

Atago Sports Complex Translator

Salary: 13,728 USD Per Year

Hours Per Week: 24

Supervisor: Takeyasu

Okay to Contact This Supervisor: Non-English Speaker (Japanese)

Duties, Accomplishments and Related Skills:

As a translator for the Atago Sports Complex, translated Japanese-English, English-Japanese, and provided excellent customer service during the customer reservation process. Scheduled customer availability to meet demand within availability guidelines. During quiet hours, patrolled the facility to ensure the property equipment was well-maintained and being utilized correctly for patron safety.

Customer service skills included, but were not limited to, translation from customer to clerk; special event translation (basketball, soccer and baseball games); and translation over the phone via electronic means. Provided exceptional customer service to maintain the high-level of customer service expected of company employees. Attended weekly training sessions to learn

how to provide the phenomenal levels of customer support the Japanese and American customers expect. Skilled and took immense pride in delivering outstanding customer service to all internal and external customers.

Verified customer data and ensured that PII (Personal Identifiable Information) was properly protected for safe keeping. Ensured accuracy of customer information within the corporate computer system (name, date, time and facility being reserved) and verified schedules were maintained properly. Attention to detail was a must to ensure the customer experience is delivered with a high-level of satisfaction.

Ensured customers provided the correct information to reserve a facility. If customers did not meet their scheduled reservation, re-scheduled reservations that were more amicable with the customer schedule.

Coordinated with supervisor to check facility availability and acknowledged gaps in capacity for future reservations. Liaised between customers and complex supervisors to ensure 100% customer satisfaction.

Proficiently skilled in Microsoft and Apple front office business tools like Word, Excel, Power Pint, Outlook, Pages, Numbers, Keynote and mail.

Seven Eleven

2 chome-6-35 Hosomaki

Iwakuni

Yamaguchi-Ken, Iwakuni-Shi, Japan 740-0043

Seven Eleven Cashier/Stocker

Salary: 19,968 USD Per Year

Hours Per Week: 32

Supervisor: Yuji Kawahara

Okay to Contact This Supervisor: Non-English Speaker (Japanese)

Duties, Accomplishments and Related Skills:

As a store cashier and stocker for Seven Eleven, tasked with providing excellent customer service at the cash register and within store aisles. As a night-shift clerk, accounted for new deliveries, product re-stocking, scanning barcodes into the asset management system, cleaning, stocking shelves, and unboxing frozen food items.

Coordinated with night supervisor to ensure the receipt of expected product inventory levels from outside vendors. Scheduled delivery for product shortages to meet customer demand.

Checked each product on the shelf to ensure product freshness standards were met. Scanned barcodes to double check when product was delivered and put on the shelf for consumption.

Ensured to follow, first in, first out product delivery methods. Organized and front face the freezer for quality control and maintain company regulations.

Communicated with the morning shift personnel to update item scheduling and re-stocking of newly received products from vendors. Maintained cleanliness throughout the building and parking lot to meet customer expectations of outstanding service.

Proficiently skilled in Microsoft and Apple front office business tools like Word, Excel, Power Pint, Outlook, Pages, Numbers, Keynote and mail.

EDUCATION

University of Maryland University College

Computer Science Major

Illinois College

Associate Degree in General Studies

Matthew C Perry High School

Principle Award (3.5-3.9)

High Honors Award (3.5-3.9)

LANGUAGES SPOKEN

English: Read, Write and Speak Advanced

Japanese: Read, Write and Speak Advanced

CERTIFICATION

CompTIA Security+ In Progress

VOLUNTEER

American Red Cross Certified

American Red Cross at Iwakuni Air Station (2014-2015). 5HR/Week working with patient and the physical therapy department