**Jiba Begum**

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1(347)-825-1419

[jibab9301@gmail.com](mailto:jibab9301@gmail.com)

**EDUCATION:**

City College of New York Spring 2015 – May 2019

· Major: BS in Psychology

Minor: Biology

· GPA: 3.363

Queens College Fall 2015 – Spring 2015

· Major: BS in Biology

· GPA: 3.9

High School for Health Professions and Human Services, New York, NY 2012 – 2015

· Advanced Regents High School Diploma

**EXPERIENCE:**

August 2019 – March 2021

**Scribe at CityMd**

· Assisted physicians facilitate patient care management.

· Attained patient satisfaction by conducting thorough intake of patients and running appropriate diagnostic tests.

· Achieved optimal patient care through meticulous documentation.

· Committed to performing additional research to educate and ensure patient care in times of adversity.

· Optimized workflow to ensure exceptional patient care in high intensity and dynamic work environments.

· Prompted self-efficacy and workflow optimization among new hires.

· Collected blood samples through venipuncture following proper blood drawing techniques.

· Input and collected appropriate lab and specimens to ensure accurate patient diagnosis.

· Working knowledge of anatomy, physiology and blood borne pathogens.

August 2018 – May 2019

**Mental Health Ambassador at Lehman College**

· Co-coordinating and executing campus related events and projects.

· Assisting with clerical duties.

· Communicating with campus communities about common mental health problems.

· Co-facilitating weekly mental health groups.

June 2018 – August 2018

**Volunteer at Project Sunshine at Mount Sinai**

· Interacting with patients in the waiting area.

· Creating a comfortable environment for pediatric patients.

· Initiating group activities.

February 2018 – August 2018, December 2018 – May 2019

**Front desk receptionist at New Student Experience Center at the City College of New York**

· Specialized in creating spread sheets to manage incoming and existing students.

· Responsible for scheduling appointments in addition to taking and directing calls.

· Representing establishment in a professional manner.

January 2017 – November 2017

**Receptionist for BM General Construction Corp.**

· Greeting and welcoming new customers.

· Directing calls and managing appointments.

· Providing general information regarding the company and services.

Sep. 2014 – June 2016

**Sales Associate at PBZ Wireless, Inc.**

· Assisting clientele with electronic purchases.

· Proactively aiding clients with appliance repairs.

· Efficient in cash related procedures.

**Professional Skills:**

· Familiar with Adobe Photoshop.

· Experienced with Microsoft word, PowerPoint, and Excel.

· Fluent in English and Bangla

· Time management and organization

· Flexibility

· Strong leadership and management skills.

· Comforting customer focus.

· Excellent communication and interpersonal skills.

**Volunteer/Clubs:**

· Charity Week for Orphan and Needy Children

· Muslim Student Association

· Bronx Mosque during Ramadan

· Fundraising for New Mosque in the Bronx

· Making Strides Against Breast Cancer Walk

· JDRF Walk

· Project Sunshine at Mount Sinai

**References available upon request!**