

# JOSEPH MARZULLO

12600 SE 30<sup>th</sup> St. Unit B, Bellevue, WA 98005 | jmarzu13@gmail.com | (360) 739-2248

**OBJECTIVE** | To work in a stimulating environment that compliments and challenges my problem-solving and interpersonal skills, and to deliver personalized customer service.

**SKILLS & ABILITIES** |

- Communicating clearly and concisely
- Fostering mutual respect with peers
- Maintaining positive interactions with customers and coworkers alike
- Consistently seeking to be productive and keep up workflow
- Can follow or give direction; excellent at working with peers or independently
- Exceptional at prioritizing a high-volume workload
- Reliable with deadlines and commitments

**EXPERIENCE** | **AMEN CLINICS INCORPORATED** PATIENT CARE COORDIANTOR  
JANUARY 2015-PRESENT

Responsible for patient flow throughout the clinic and organizing medical documents. Assistant to Dr. Timothy Earnest which includes responsibilities such as handling his patient's medical records and patient flow. Direct service to patients coming into the clinic and upholding excellent customer service standards in dealing with mental health patients. Handling patient payments in person and over the phone while keeping in mind patient privacy. Processing patient emails and correspondence with outside medical professionals about coordinating care.

**MERCHANTS ACCEPTANCE CORPORATION** CREDIT PROCESSOR, CONTRACT  
VERIFIER, ACCOUNT MANAGEMENT  
JANUARY 2014-JANUARY 2015

Organized contracts and verified the information recorded by the customers. Processed credit and handled all specific and general needs for the customer. Managed the accounts and processed payments after setting up multiple payment plans with guaranteed customer satisfaction. Used any computer tool that was necessary and navigated through the internet and multi-layer web pages to gain impertinent data to verify information. Gained and maintain knowledge of Microsoft Office and also, working very well in a small setting with multiple co-workers as a team with both willingness to learn and to teach.

**THE FRONTIER ROOM** BARTENDER, BAR BACK, SECURITY, BUSSER  
MAY 2010 – JANUARY 2014

Keeping up with popular and classic drinks, and have an extensive knowledge of our menu to recommend to customers based on their likings. Excellent at building rapport with customers, and sustaining peace amongst coworkers and rowdy patrons. Willing to cross-train in all aspects of the restaurant and bar. Familiar with the till computer systems and basic math skills used to balance out the cash registers.

**SEHOME XPRESS LUBE** ASSISTANT MANAGER  
NOVEMBER 2004 – AUGUST 2008

Worked as a lube tech from November 2004 – October 2005. Gave expedient and friendly service to each customer. Was promoted to Assistant Manager in October 2005 in recognition of my service-oriented attitude.

**EDUCATION** | **UNIVERSITY OF WASHINGTON, SCHOOL OF MUSIC**, SEATTLE, WA  
BACHELORS OF MUSIC - PERFORMANCE  
Accepted in Fall 2009. Graduated Spring 2014.

**WHATCOM COMMUNITY COLLEGE**, BELLINGHAM, WA  
ASSOCIATES DEGREE IN ARTS & SCIENCES  
Graduated in Fall 2008 with a concentration in Mechanical Engineering.

**FERNDALE HIGH SCHOOL**, FERNDALE, WA  
HIGH SCHOOL DIPLOMA  
Graduated June 2004.

**REFERENCES** | **CHRIS MOREY**, BAR MANAGER  
FRONTIER ROOM  
(206) 602-5598

**MARILYN HAYWARD**, ACCOUNTANT  
FRONTIER ROOM, JAZZ ALLEY  
(206) 265-3060

**MICHAEL PARTINGTON**, DIRECTOR OF THE GUITAR PROGRAM  
UNIVERSITY OF WASHINGTON SCHOOL OF MUSIC  
(206) 371-9989