

Olivia R. Kremer

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EDUCATION

B.B.A. Finance & B.B.A. Business Analytics & Information Systems
The University of Iowa, Iowa City, IA
GPA: 3.52/4.0

Anticipated Graduation May 2023

A.S., Business Administration
Kirkwood Community College, Cedar Rapids, IA
GPA: 3.87/4.0

May 2021

COMPUTER SKILLS

Languages: SQL, Oracle, Python, R, HTML
Operating Systems: Windows, Mac OS X
Office Suites: Access, Word, Excel, PowerPoint, Outlook

CLASS EXPERIENCE

Business Communication and Protocol

The University of Iowa, Iowa City, IA

- Composed business messages, acquired, and reported workplace data, developed business presentation & team building skills, explored issues regarding professional behavior

WORK EXPERIENCE

Clerk III

July 2022 - Present

University of Iowa Hospitals & Clinics – UI Quick Care & Urgent Care, Iowa City, IA

- Providing quality clerical support through data entry, document management, & email correspondence
- Operating copiers, fax machines, & credit cards to process payments, emails, & patient information
- Scheduling patient appointments in respective doctors' calendars & following up with patient preferred contact

Hostess & Waitress

May 2022 – September 2022

Bump's Restaurant, Iowa City, IA

- Maintained customer satisfaction with timely check-ins to assess food & beverage needs
- Shared knowledge of menu items & flavors, enabling customers to make personal decisions based on interest
- Used cash registers / POS system and credit card machines to cash out customers
- Displayed enthusiasm and promoted excellent service to customers, successfully increasing business

Student Clerk

August 2021 – December 2021

University of Iowa Hospitals & Clinics – Iowa River Landing, Coralville, IA

- Ensured patients record information with confidentiality
- Taking & transferring phone calls to the desired provider/department
- Positively greeted patients & visitors throughout the clinic
- Maintained a safe & clean working environment for patients, visitors, & employees

CERTIFICATIONS

Personal Lines

December 2022

The National Alliance for Insurance Education and Research

GitHub for Data Scientists

September 2022

LinkedIn