

Jaelah Muñoz

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Sacramento, CA · Honolulu, HI

SUMMARY

Responsible and ambitious student with excellent communication, time management, and attention to detail skills, seeking a position that offers opportunities for growth and learning. Motivated to contribute to team success with a strong work ethic, adaptability, and a continuous desire to learn and grow.

KEY COMPETENCIES

Time Management
Attention to Detail

Communication
Critical Thinking Skills

Customer Service Skills
Team Collaboration

PROFESSIONAL EXPERIENCE

Doctors of Waikiki, Urgent and Primary Care **2025**
Patient Service Representative

Handles front desk tasks including insurance verification, appointment scheduling, and patient check-in, while delivering excellent service and supporting overall clinic workflow. Supports clinical and administrative functions to ensure smooth medical office operations and quality patient care. Maintains accurate EMR documentation and upholds safety and infection control standards.

Straub Benioff Medical Center **2024 - 2025**
Clinical Operations Intern · Electrophysiology

Assisted with various administrative and clinical tasks to support department operations and organizational goals. Responsibilities included planning and completing assignments in a timely and thorough manner, communicating effectively with internal and external teams, drafting professional correspondence, and reporting progress to supervisors. Utilized problem-solving skills and contributed to quality improvement efforts. Clinical duties included taking vital signs, reviewing medications, patient intake, and accurate charting, all while upholding safety standards, patient care values, and compliance with organizational policies.

Eating house 1849 by Roy Yamaguchi **2024**
Hostess

Greeted and welcomed guests upon arrival, providing a friendly first impression. Managed reservations and waitlists efficiently, offering accurate wait times and utilizing the OpenTable system to optimize seating arrangements and ensure a smooth guest experience. Escorted guests to designated dining or bar areas and maintained a clean, organized reception area. Handled incoming calls professionally, answered customer inquiries, and supported overall front-of-house operations to enhance service quality and guest satisfaction.

Nalu Health Bar & Cafe **2023 - 2024**
Barista

Greeted and assisted customers, operated the register, and handled transactions accurately. Prepared juices, smoothies, and acai bowls while maintaining cleanliness and food safety standards. Managed time effectively, prioritized tasks, and kept the front-of-house area clean, including sweeping, mopping, and dishwashing.

EDUCATION & CERTIFICATIONS

Bachelor of Science, Human Development
University of Hawai'i at Manoa
May 2026

Basic Life Support, CPR, First Aid, and AED Certified
National CPR Foundation, 2025