

**Aileen Hernandez**

**Houston, TX 77089**

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### **Professional Summary**

Empathetic, reliable, and results-driven professional with strong communication, problem-solving, and teamwork skills. Experienced in medical office support, patient relations, retail operations, inventory management, and stockroom organization. Known for building trust quickly, maintaining accuracy in fast-paced environments, and delivering excellent service while supporting team goals.

### **Core Skills**

- Empathy & Patient-Centered Communication
- Customer Service & Conflict Resolution
- Problem Solving & Critical Thinking
- Team Collaboration & Support
- Medical Office & Patient Coordination
- HIPAA Compliance & Confidential Documentation
- High-Volume Call Handling
- Retail Sales & Customer Assistance
- Stockroom Operations & Inventory Control
- Merchandising & Visual Standards
- Time Management & Multitasking

### **Professional Experience**

#### **Patient Representative**

*Modern Heart & Vascular / January 2025 – Present*

- Provide empathetic, professional support to patients through high-volume inbound and outbound calls
- Communicate clearly with patients regarding appointments, procedures, and office policies
- Accurately document patient interactions while maintaining strict HIPAA compliance
- Collaborate with nurses and providers to ensure timely follow-ups and continuity of care
- Resolve patient concerns calmly and efficiently in a fast-paced medical environment

## **Stock Associate**

*Forever 21 | September 2024 – January 2025*

- Managed incoming shipments and maintained accurate clothing inventory
- Organized stockroom for efficiency and quick product access
- Assisted customers in locating items and ensured shelves and racks were fully stocked
- Supported daily store operations through teamwork, organization, and attention to detail

## **Brand Representative / Stock Associate**

*Hollister | November 2023 – September 2024*

- Delivered high-quality customer service while assisting with product selection and sizing
- Maintained visual merchandising and brand presentation standards
- Organized and replenished inventory to support sales floor efficiency
- Demonstrated strong teamwork in a fast-paced retail environment
- Assisted with conflict resolution by actively listening and supporting positive outcomes

## **Education**

High School Diploma

Atascocita High School – Humble, TX | May 2023