

FRONT DESK CLERK (FEE BASIS, JOHN D DINGELL VA MEDICAL CENTER)

Summary

Passionate, results-oriented Customer Service Representative with diverse background in management and customer service. Dedicated to providing excellent customer service and making operational and procedural improvements.

Highlights

- Effective communicator
- Expert in building lasting customer relationships
- Computer Proficient
- Leadership skills and abilities
- Compassionate mentor
- Team management
- Skilled multi-tasker
- Meticulous attention to detail

Accomplishments

Coordinated dual department functions for team of 10+ employees.

Planned and executed all aspects of a major store renovation for hardlines departments of store 55 (Meijer).

Preserved an accuracy of 98 % during 3 years of employment at Jackson Hewitt (SoFar, Inc.).

Customer Relations:

- Earned high marks for customer satisfaction, store-wide.

Workflow Planning:

- Implemented new work process flow which increased department productivity.

Experience

Company Name March 2011 to June 2011 Front Desk Clerk (Fee Basis, John D Dingell Va Medical Center)

City , State

- For Fee Services:
- Monitored multiline phones
- Addressed patient concerns weekly about hospital fees incurred outside VA
- Arranged meetings between Fee Services manager and VA patients
- Processed claims for VA patients desiring payment of VA approved outside hospital bills, decreasing patient wait time by 30%
- Screened and assisted VA patients with bill claims against local hospitals

Company Name January 2004 to April 2006 Income Tax Preparer, Jackson Hewitt

City , State

- Prepared income tax returns for 180 clients per tax season via data entry
- Authorized clients for special company loans
- Maintained returns for returning clients by creating algorithmic paper system
- Repaired and maintained office computer systems (manually installed systems updates, repaired network printers, and uploaded virus protection systems)
- Oversaw the office in the absence of office supervisor

Company Name April 2003 to September 2003 General Merchandise Clerk

City , State

- Maintained \$1000-per-shelf store inventory by keeping shelves stocked
- Operated electronic stores equipment (including cash registers, pricing guns, and scanners)
- Assisted 50 customers per day with location of store items, item prices, and party pricing
- Assisted store manager in systematizing night clean up procedures, helping to save store 10% in costs and manpower

Company Name April 2001 to June 2001 Temporary Plant Protection Aide

City , State

- Sterilized and/or confiscated airline passengers' equipment/food entering U S from Foot and Mouth Disease infected countries
- Screened airline passengers (in foreign languages) about their equipment
- Organized, generated, and created 1000 pamphlets per month for both passengers and co-workers on procedures for isolating Foot and Mouth Disease in the U S

Company Name January 2000 to December 2000 Recruiting Clerk

City , State Designed electronic file systems and maintained electronic and paper files.

- Oversaw the office in manager's absence. Maintained the front desk and reception area in a neat and organized fashion.
- Interviewed 7 new team members.
- Maintained test/office materials.
- Proctored entrance exams to 500 potential employees per week.

- Arranged 30 interviews for office supervisor per week.
- Answered multiline phones.
- Conducted 30 job interviews per week.
- Set up recruitment events for potential hires.
- Assisted in maintaining office equipment (including manual. maintenance of copiers, computers, and printers).
- Maintained employee information/testing materials via data entry.

Company Name November 2013 to Current Assistant Pastor/Language Instructor
City , State

Â For Hebrew language classes:

- Prepared lesson plans for classes.
- Designed and prepared syllabuses for all language classes .
- Tutored language learners.
- Taught language classes using theories in language teaching/learning.
- Administered assessments for students entering classes for the first time.Â

Education

Wayne State University 2013 MBA : Linguistics City , State , US Wayne State University, Detroit, MI; BA in Linguistics, 12/2013

Wayne County Community College District 2007 Liberal Arts City , State , US Wayne County Community College District, Detroit, MI, AA in Liberal Arts, 06/2007

Northcentral University Master in Education : English as a Second Language City , State , USA

Coursework in Education

Emphasis inÂ

Expected Graduation Year: 2016

Professional Affiliations

Veterans of Foreign Wars, Detroit, MI

Military Experience

Company Name December 1986 to May 1991 Aircraft Armament Systems Specialist (Weapons Specialist)

Weapons Specialist, United States Air Force, Lowry AFB, CO, 12/1986-05/1991 Special Forces, United States 101st Airborne Command, 01/1991-05/1991

Air Force Outstanding Unit Award with one Oak Leaf Cluster

Air Force Good Conduct Medal

National Defense Service Medal

Air Force Overseas Ribbon-Long Tour

Air Force Longevity Service Award

NCO Professional Military Education Grad Ribbon

Air Force Training Ribbon

Skills

Data Entry, Printers, Clients, Loans, Tax Returns, Clerk, Multiline, Maintenance, Recruiting, Recruitment, Testing, Games, Instructor, Teaching, Training, Weapons, Cash, Inventory, Pricing, Arranged Meetings, Claims, Front Desk, Linguistics