

Jane Doe

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Summary of Qualifications

Customer service expert and medical professional with history of excellence in environments that require high attention to detail, organization, time and stress management, and the ability to support and connect with both colleagues and patrons; seeking opportunity with organization that values dedication, loyalty and continued industry education.

Education

Pinnacle Career Institute – Kansas City, MO

Complete July 2014

Certified Medical Assistant

- Medical Terminology
- Phlebotomy/Injections
- CPR
- Medical Records
- Vitals/Charting
- Urinalysis
- EKG
- HIPAA
- Medical Office
- Scheduling
- Casting & Sutures
- Radiology

William Jewell College – Liberty, MO

1987 to 1988

Business Administration

Professional Experience

Cell Phone Outlet – Liberty, MO

2005 to 2013

Sales Representative Lead Assistant Manager

- Promoted based on ability to build professional consumer and business relationships, train and coach personnel to exceed organizational sales and customer service goals, and efficiently manage high-volume retail sales environment
- Responsible for profit and loss metrics, managing inventory, scheduling 12 employees, ensuring team is focused and proficient in sales/service procedures and that escalated issues are resolved

Liberty Hospital – Liberty, MO

2002 to 2005

Scheduler Radiology Clerk

- Cross-trained to skillfully perform multiple functions within the organization; primary duties included checking-in patients, managing medical documents and records, organizing RADS film and other administrative duties
- Praised for ability to multitask and manage fast-paced work environment

Super Store Unlimited – Kansas City, MO

1999 to 2002

Building Manager

- Managed commercial building and operations for lessee's including a liquor store, convenience store and restaurant; operations included human resources functions (hiring, scheduling, and payroll for 15-25 personnel), inventory management, and accounts payable/receivable
- Successful in achieving customer service benchmarks and streamlining operations to improve ROA