

## Functional Resume

# Jessica Smith

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## PROFESSIONAL SUMMARY

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Certified Medical Assistant with proven ability to exceed organizational expectations, excel in customer service and management capacities and quickly grasp new processes seeks opportunity to utilize unique skills set in an environment that rewards loyalty and a strong work ethic.

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## EDUCATION

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Pinnacle Career Institute –August 2012 to Present

Medical Assisting

- Medical Terminology
- CPR Certified
- HIPPA/OSHA
- Patient Scheduling
- Customer Service
- Microsoft Office
- Vitals
- Injections
- Medical Law & Billing
- Casting
- Urinalysis
- Insurance & Coding

Missouri State University – September 2003 to May 2005

General Studies

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## EXPERIENCE HIGHLIGHTS

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### Office Management

- 2 years of supervisory experience
- Responsible for supporting multiple departments and meeting service and sales goals
- Ensure accurate billing, payroll, scheduling, and maintaining the integrity of sensitive information

### Administrative & Customer Support

- Maintain clear communication and quickly identify solutions in high pressure environment
- Organize and effectively multitask to ensure all patrons and staff are satisfied
- Efficiently welcome patrons and effectively act as a liaison between event planners and managers

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## PROFESSIONAL EXPERIENCE

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Hilton International – November 2009 to July 2012

Front Desk Clerk    Front Desk Supervisor

- Advanced within organization after displaying strong customer service and professional communication skills; praised for ability to diffuse and satisfy upset patrons
- Responsible for greeting guests, auditing front desk activities, and supporting hotel functions; maintained 99.5% audit accuracy