

# JENNIFER JOBSEEKER

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## PROFESSIONAL SUMMARY

Over 10 years of administrative experience managing numerous office-related functions. Excels at prioritizing, multi-tasking, and customer service. Successful at working with numerous stakeholders including senior management, patients, customers and associates. Proactive in suggesting and implementing changes resulting in more efficient office management, customer satisfaction, cost savings and increased revenue. Proven track record of delivering high quality results while working individually and in a team.

## SKILLS

- Administrative oversight
- Microsoft Word and Excel
- CRM database management
- Operations support
- Logistics management
- Conflict resolution
- Volunteer management
- Inventory control
- Effective time management
- Documentation and reporting
- Maintains strict confidentiality
- Strong problem solver
- Excellent communication skills
- Deadline drive

## WORK HISTORY

### Program Assistant

**McClellan Medicine Diabetes Care & Outpatient Nutritional Services** - Schenectady, NY

04/2016 - Present

- Provide administrative support to manager and clinical support staff, while taking on increased responsibilities resulting in a more efficient office environment.
- Implemented procedures that led to a 65% decrease in patient no-show rate.
- Created system to better manage and track referrals resulting in increased revenue.
- Increase patient satisfaction through use of strong interpersonal relation skills and ability to effectively resolve conflict.
- Utilize effective communication skills when creating written materials for patients and physicians.
- Increase gestational referrals through improved communications with area physician offices.
- Use sound fiscal controls when coordinating orders with vendors and ordering specialty items, medical and office supplies.

### Department Secretary

**Albany County Hospice** - Albany, NY

11/2015 - 03/2016

- Provided comprehensive administrative support to hospice liaison and staff while overseeing conference room calendar, managing travel expense & reimbursement report, handling on-call schedules and coordinating pharmacy/medication delivery process.
- Managed volunteers involved with pharmaceutical delivery program, ensuring patient receipt of medications.
- Utilized detail oriented skills when creating daily admissions report and updating current census report.
- Asked to serve as back-up for hospice liaison and other staff members during leave periods.

### Program Assistant

**Albany Memorial Diabetes Center** - Albany, NY

5/2014 - 11/2015

- Served as key administrator in charge of managing multiple operations for center including scheduling patient appointments, patient billing entry, written communications with patients and physicians, managing volunteers, and inventory management.
- Coordinated patient related education programming which helped provide support to patients and resulted in improved patient compliance.

**Medical Secretary & Patient Care Representative**  
**St. Mary's Cancer Center** - Amsterdam, NY

10/2013 - 4/2014

- Served as first point of patient contact, scheduled appointments, performed check-in and check-out, and co-pay collection with a friendly and compassionate demeanor.
- Processed new patient referrals and assisted patients during pre-appointment process.
- Oversaw Look Good Feel Better Program which helped patients develop a more positive self-image while facing life threatening illnesses.
- Served as important link in communication chain between physicians, nurses, patients and families.

**Administrative Assistant**  
**The Golub Corporation / Price Chopper Supermarkets**  
**Information Systems** - Schenectady, NY

02/2008 - 08/2013

- Served as executive support to Vice President and Information System department members.
- Developed highly effective office procedures related to meeting management, report generation, inventory control and filing systems that resulted in a more streamlined and efficient office workflow.
- Provided exceptional customer service when interacting with individuals by phone and in-person which resulted in receiving multiple customer service recognition awards.
- Instrumental in successful relocation to new corporate headquarters.

**EDUCATION**

**Associate of Applied Science (AAS)** - Administrative Assistant & Secretarial Science  
**Fulton-Montgomery Community College** - Johnstown, NY