**Jazmine Gomez**

000-000-0000 | jazminegomez65@gmail.com | Cincinnati, OH

**Education**

MedCerts Estimated: May 2021

**Medication Care Coordinator Program**

Cincinnati State Technical and Community College Dec 2018

**Associate of Science (ASCI)**

**Certifications**

**Certified Medical Administrative Assistant (CMAA) –** National Healthcareer Association (NHA) Expected: June 2021

**Certified Pharmacy Technician (CPhT) –** Pharmacy Technician Certification Board (PTCB) Expected: June 2021

**Skills & Knowledge**

Microsoft Word & Excel, Inventory, HIPAA/HITECH, OSHA, CMS, Medical Terminology, Scheduling Services, Medical Record Filing, Computerized Patient Records, Prescription Request Procedures, Bilingual – Spanish & English

**Relevant Coursework**

***HI 1017: Pharmacy Technician Principles and Practices*** *focuses on the areas of prescription processing, pharmacy nomenclature, biopharmaceutics and drug activity, dosage calculations, and common mathematical formulas and conversions.*

***HI 1011: Medical Office Procedures and Administration*** *focuses on an introduction to the Health care industry, its environment along with the day-to-day skill set and knowledge required to fulfill a position as a Medical Administrative Assistant.*

**Work Experience**

Office Manager, **Peabody Mental Health Clinic** Jan 2020 – Present

* Responsible for effective and efficient coordination of the day-to-day operations of the practice
* Interview, hire, and train a productive medical office team and conducts performance reviews
* Maintain and manage all filing and organizational systems for the practice
* Ensure patient satisfaction and developing process improvements to prevent recurrences
* Adhere to regulatory compliance with HIPAA, OSHA, labor laws, and other federal, state, and local regulations
* Coordinate staff meetings for administrative and clinical staff, as well as logistics for meetings and events

Sales Associate, **Walmart** Aug 2014 – March 2020

* Cultivated excellent customer service skills by positively engaging with customers and team members
* Greeting customers and making sure they find everything they need and assisting customers in locating products
* Ensured cleanliness and public safety in the department and kept workstation clean at all times
* Operated cash registers while adhering to store policy on returns and coupons
* Engaged in inventory procedures by putting away merchandise and rotating stock as needed

**Professional Affiliations**

National Pharmacy Technicians Association, **Member** Jan 2021 – Present

American Society of Health-System Pharmacists, **Member** Jan 2021 – Present

**Volunteer Experience**

Triple Creek Community Center, **Volunteer** Aug 2018 – Present

* Provide escorted door-to-door safe transportation for seniors and disabled persons
* Increase access to services, medical appointments, to pick up prescriptions, socialization, and shopping

Cincinnati Little League, **Volunteer Coach** Spring 2019

* Provided a safe and fun environment for young athletes to learn the fundamentals of the sport
* Planned and supervises games, practices, and events – ensuring safety and security of all athletes and families

**Donald Martin**

Martind16@gmail.com | 000-000-0000 | Atlanta, GA

LinkedIn: <https://linkedin.com/donald-martin-16>

**Education**

MedCerts Aug 2020

**IT Support Professional Program**

**Certifications**

**CompTIA IT Fundamentals (ITF+),** CompTIA Dec 2020

**CompTIA A+,** CompTIA Dec 2020

**Customer Service Certified (CSC),** Professional Association for Customer Engagement (PACE) Dec 2020

**Technical Skills**

PC Workstations, Windows OS, SOHO Networks, Computer Technology, IT Security, Software Updates, Wireless Devices Troubleshooting, Hardware, Peripheral, Networking, and Security Components

**Work Experience**

Sales Associate, **Barnes & Noble** April 2020 – Present

* Deliver exceptional customer service that ensures sales and high levels of customer satisfaction
* Share knowledge and enthusiasm about all our products, services, and promotions
* Respond to customer’s concerns and questions, and secure the sale and meet any established goals
* Greet and establish rapport with customers, proactively engaging them in conversations about products

Mechanic, **Atlanta Automotive** July 2012 – March 2020

* Created a system to conduct regular maintenance on machinery, systems, and automotive vehicles
* Met and engaged with clients to better understand their concerns and identify the issue
* Examined machines and oversee diagnostic tests to determine functionality problems
* Maintained work logs, repairs, and maintenance records and monitor inventory and order new parts

Server & Food Runner, **Outback Steakhouse** Aug 2016 – March 2020

* Developed an effective system for greeting, seating, and serving customers in an efficient manner
* Possessed advanced knowledge of menu items to provide answers and recommendations for guests
* Collaborated with coworkers to delegate tasks, roles, or assignments each shift – improving productivity
* Engaged in problem-solving through de-escalation opportunities, referrals, and other guest assistance

Customer Support, **Atlanta Call Center** Jan 2016 – Aug 2016

* Obtained client information by answering telephone calls; interviewed clients; verified information
* Established policies by entering client information and confirming policies through effective dialogue
* Maintained and improved quality results by adhering to standards and guidelines
* Uploaded progress through reporting and data entry; updating information from clients into the system

**Erin Baker** (they/them/theirs)

Erin.baker@gmail.com | 000-000-0000 | Livonia, MI

**Education**

MedCerts May 2020

**Phlebotomy Technician Program**

**Certifications**

**Certified Phlebotomy Technician (CPT),** National Healthcareer Association (NHA) July 2020

**Customer Service Certified (CSC),** Professional Association for Customer Engagement July 2020

**Skills & Knowledge**

* Knowledge of medical terminology, disease processes, anatomy, and physiology
* Understand the responsibilities of patient care and monitoring, safety, and compliance
* Grasp the importance of customer service, communication skills and professionalism
* Appreciate the role of HIPAA, OSHA, COLA and CLIA-waived testing
* Collect blood and non-blood specimens for testing and analyzing in a clinical laboratory
* Communicate with patients, doctors, and medical staff efficiently
* Verify patients’ identity to ensure proper labeling of specimens and entry of information
* Assemble and maintain equipment such as needles and specimen containers
* Keep a clean, sanitary, and safe work environment

**Clinical Experience**

Trinity Health, **Phlebotomy Clinical Experience** June 2020

* Successfully performed thirty (30) venipunctures and ten (10) capillary sticks on live individuals
* Learned techniques and strategies for effectively completing phlebotomist actions
* Networked with the healthcare field to learn more about the medical environment

**Work Experience**

Line Cook, **McDonald’s** Aug 2019 – Present

* Ensure safety standards are maintained in the kitchen and maintain health and sanitation
* Provide complete and constant cleanliness of utensils, surfaces, and cooking areas
* Operate griddles, deep-fat fryers, grills, and other large-volume equipment for cooking
* Ensure food prepared is in line with the quantity/quality laid down by company’s requirements
* Read any slip on food order and also accept verbal instructions provided by the chief cook

**Relevant Coursework**

***HI 1014: Introduction to Human Anatomy & Medical Terminology***

* Recognize the structure and function of the 11 body systems and their organs
* Analyze and understand medical terms by breaking down their word components

***HI 6011: Phlebotomy***

* Recognize the importance of infection control and safety compliance with diagnostic testing
* Gain an understanding of blood and non-blood collections, handling, transport and processing