

# Resume 982

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## OBJECTIVE:

Highly motivated and diverse professional that can deliver compassionate efficient service in fast-paced environments. Outstanding ability to connect easily with people to build a strong rapport. Able to manage multiple priorities and perform efficiently at meeting deadlines, which yields positive outcomes.

## SUMMARY OF QUALIFICATION:

- Experience in providing uncompromising highest standards of customer care in healthcare facilities and office settings, assisting customers with their requirements, offering intelligent solutions customized to individual needs, and resolving issues to their complete satisfaction
- Some experience training new personnel, delegating work orders, monitoring all work activities and resident / employee interactions, conducting performance evaluations, and consulting with upper management for employee progress/status reports
- Strong problem-solving skills often in a fast paced, high-pressure environment
- Excellent communication skills and experienced resolving residents' issues
- Multi-tasks effectively, learns new systems quickly, and completes all projects on or ahead of schedule

## PROFESSIONAL EXPERIENCE:

10/2020 – 06/2025      **Secretary**

Northpointe Council, Inc., Niagara Falls, NY

- Managed multi-line phone system, answering and directing calls to appropriate staff members, ensuring efficient communication and timely message delivery.
- Greeted clients and visitors with professionalism, creating a welcoming environment and addressing inquiries to enhance customer satisfaction.
- Coordinated and scheduled appointments for staff and clients, maintaining accurate calendars and ensuring smooth operational flow.
- Monitored and maintained office supply inventory, placing orders as needed to ensure availability of essential materials while adhering to budget constraints.
- Performed clerical tasks, including data entry, filing, and document preparation, to support organizational operations.

09/2014 – 03/2020      **Accounts Receivable**

Family Chiropractic, Niagara Falls, NY

- Answered multi-line phone system, scheduling patient appointments daily, ensuring accurate calendar management and minimal conflicts.
- Posted consumer payments by recording cash, checks, and credit card transactions, processing payments weekly.
- Updated accounts receivable by totaling unpaid invoices, identifying discrepancies, and reducing outstanding balances through diligent follow-ups.
- Summarized receivables by maintaining invoice accounts, ensuring accurate tracking and reporting of financial data.
- Coordinated monthly transfers to accounts receivable account, verifying totals and preparing comprehensive reports for management, improving reconciliation efficiency.

10/2013 - 04/2014      **Poker Cashier**

10/2010 - 10/2013      **Snack Bar Attendant**

Seneca Niagara Casino & Hotel, Niagara Falls, NY

- Processed thousands of dollars in daily chip and cash transactions for poker room patrons, ensuring compliance with table limits and house rules.
- Reconciled cash drawers at shift start/end, resolving any discrepancies immediately to uphold accountability.
- Assisted players with buy-ins, cash-outs, and tournament registration while providing clear explanations of payout structures and rake policies.
- Operated POS systems to process customer orders, payments, and returns with high accuracy.

## EDUCATION and TRAINING:

**Medical Billing Certification**

Ultimate Medical Academy, Clearwater, FL

**High School Diploma**

Niagara Falls High School, Niagara Falls, NY