

PROFESSIONAL SUMMARY

- Solution Center Agent with 30+ years customer service experience. I was a medical assistant/lab technician for 20 years and owned an auto repair shop for 10 years, whether it's caring for a patient or helping a client/customer, it's all about helping people.
- Excellent customer service skills, ensuring client satisfaction.
- Proficient knowledge in MS Office, Zoom, Teams, Salesforce, Outlook, and other medical programs.
- Business owner for 10 years. Auto repair shop.
- 1 year in Real Estate.

EMPLOYMENT HISTORY

JUN 2022 - PRESENT

Solution Center Agent, Advantix Solutions, Texas

- Provide technical support and troubleshooting for clients experiencing issues with their devices.
- Coordinate with team members to ensure timely resolution of client issues and requests.
- Efficiently manage call volume and ticket creation to ensure timely resolution of client issues and requests.
- Demonstrate excellent communication, problem-solving, and multitasking skills to efficiently and effectively resolve customer issues and provide exceptional technical support.
- Develop and maintain a comprehensive knowledge base of common technical issues and their resolutions to expedite the troubleshooting process and improve customer satisfaction.
- Ensure prompt and accurate documentation of client interactions.
- Worked closely with managers on special projects.

FEB 2018 - APR 2020

Medical assistant , Ideal Option, Everett, Washington

- Conduct preliminary patient assessments to gather medical history and vital information for healthcare providers.
- Assist with patient education by providing information on medications, treatment plans, and preventive care measures.
- Assist in the coordination of patient care, including scheduling appointments and follow-up visits.
- Worked closely with the doctor at the jail, providing care for patients that are incarcerated.
- Perform laboratory tests, such as urinalysis and blood testing, to assist healthcare providers in diagnosing and treating patients.

2010 - SEP 2016

Lab Tech/Phlebotomist, The Everett Clinic, Snohomish, WA

- Conducting quality control checks on laboratory equipment to ensure accurate and reliable test results.
- Collect and process blood samples from patients, ensuring accuracy and adherence to safety protocols
- Assisting in the training and development of new laboratory technicians and phlebotomists, ensuring they adhere to quality control procedures and safety protocols.
- Perform routine maintenance and calibration of laboratory equipment to ensure accurate and reliable test results.
- Maintain accurate records of all laboratory tests and procedures performed, including patient information, test results, and equipment records, to ensure compliance with regulatory guidelines and facilitate effective communication with healthcare providers and patients.

EDUCATION

Everett Community College

Rockwell Institute

REFERENCES

- Tammy Olvera (615) 496-2794
- Becky Brown (425) 314-1834