**Jessica Vanhoozer**

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**CAREER OBJECTIVE:**  Seeking a career position that will integrate my computer skills, organizational abilities, and business experience to contribute to your company’s growth and productivity.

**EDUCATION:**

BACHELOR OF SCIENCE DOUBLE MAJOR IN MANAGEMENT/HUMAN RESOURCE MANAGEMENT

(Fall 2015 – August 2018)

Indian University of Pennsylvania, Pittsburgh, PA

ASSOCIATE OF SCIENCE IN BUSINESS MANAGEMENT (Fall 2012 – Fall 2014)

Community College of Allegheny County, Monroeville, PA

3.4 QPA, Dean’s List

Who‘s Who Among Students in American Junior Colleges (2013)

MAJOR SUBJECTS RELATED SUBJECTS

Managerial Accounting Introduction to Computers

Intro to Business Oral Communication

Principle of Management Excel Spreadsheets

Principle of Marketing Probability and Statistics

**SPECIAL SKILLS:**

* Works well as a team member or independently
* Specialized skill in turning a challenging situation into positive experiences
* Computer proficiency in EPIC, Meditech, Microsoft Windows, Excel, Word, Microsoft Outlook, N Genera, AS400 and type 74 wpm

**PROFESSIONAL EXPERIENCE:**

Site Trainer (August 2018- current)

**Kickback Reward Systems, Twin Falls, ID**

* Provide on-site training at remote locations using best practices for implementing and managing products and services
* Assist with plugging in a device, connecting it to other devices, placement, programming, testing setup and configuration of the programming to meet desired result (e.g. balance check, prompting, receipt text, redemption, point issuance, club programs, and other triggers, etc)
* Setting up, displaying, and hanging of posters, brochures, cards, and other POS display materials
* Establish phone contact with store manager prior to visits, advising them of the training process, provide follow up contact within one week of visit, and provide a written record of their activities along with payroll and expense reports to the Launch Team Manager

RCO Facility Liaison (November 2017- July 2018)

**AHN, Pittsburgh, PA**

* Collaborates with appropriate leaders to plan, assess, coordinate, provide and evaluate all levels of new and continuing education programs as well as new processes and software application and ADT systems training for business and clinical staff and other resources as required.
* Responsible for assisting in developing and executing plans for the professional development of RCO staff.
* Participates in project (systems or otherwise) planning, implementations, and enhancements. Responsible for testing RCO applications and preparing documentation, auditing, and reporting as appropriate.
* Responsible for delivering RCO communication of training programs, system enhancements, applications and implementation in alignment with departmental goals.

Special Project Coordinator (May 2017- November 2017)

* Training new hires and cross-training current employees
* Managing a team of ten employees
* Managing quality assurance on 60-80 accounts daily
* Maintaining daily reports of add-on accounts
* Creating and executing a workflow for employees

Pre-service Coordinator II (October 2016-May 2017)

**AHN, Pittsburgh, PA**

* Delegating accounts to agents to work on
* Maintaining daily reports of surgeries
* Identifies insurance specific authorization/referral requirements by service
* Recommends new approaches for enhancing performance levels and quality standards
* Communicates team barriers and process flow issues to management
* Corrects/updates all necessary data to assure timely and accurate bill submission.
* Identifies all patient financial responsibilities, calculates estimates, collects liabilities, communicates liability estimation to the patient, posts payment transactions as appropriate in the system and conducts daily reconciliation of cash received for management review/sign off.

Pre-service Coordinator, (September 2015- October 2016)

**AHN, Pittsburgh, PA**

* Verify patient insurance prior to the date of service
* Obtaining 40-60 authorization for procedures
* Complete projects within in timeframe
* Prioritizes daily accounts for obtaining information needed to complete processing
* Maintain daily reports for prior authorizations

Brand Ambassador (2013-2015)

**Capital Wine and Spirit, Pittsburgh, PA**

* Promoted different brands of wine and spirits by providing customers at venues with knowledge on the products through facts, samples, & giveaways
* Developed "Recap form" to evaluate & progress each event such as: location, time, bar spend, customer demographics, competitor brands
* Demonstrated enthusiastic public relations working at a different venue & working with different coworker every event

Senior Rep Customer Care, (2013 –2015)

**CVS CAREMARK, Pittsburgh, PA**

* Acted as escalation, resolution and consultative contact with customer and care reps
* Provided members with accurate information about their healthcare
* Handled complex in-house and participant in research and follow up
* Interact with various departments to resolve the issue

Web Support, (June 2012 – November 2013)

**CVS CAREMARK, Pittsburgh, PA**

* Entered commands and observe system functioning to verify correct operations
* Answered user inquiries regarding computer software or hardware operation to resolve problems
* Handled incoming calls or inquiries from customers
* Assisted customers effectively by solving customer disputes
* Completed supporting documents and data entry as required
* Managed confidential financial and personal information appropriately

Hostess, (June 2011- June 2012)

**CHELSA’S GRILLE, Oakmont, PA**

* Greeted guest and seated them at tables or in waiting areas
* Assigned patrons to table suitable for their needs and according to the rotation
* Balanced cash receipts

Assistant Manager, (December 2011 – December 2012)

**GRECIAN ISLES, Pittsburgh, PA**

* Monitored compliance with health and fire regulations regarding food preparation and serving, and building maintenance in lodging and dining facilities
* Monitored food preparation methods, portion sizes, and garnishing and presentation of food to ensure that food is prepared and presented in an acceptable manner
* Counted money and made bank deposits

Lines Monitor, (February 2010-December 2012)

**KGB CUSTOMER SERVICE, Dallas, TX**

* Coordinated activities of as many as 50 to 100 telephone operators
* Notifies company’s representative of switchboard difficulties
* Responsible for attendance records of all operators and scheduling shifts

411 Operator Trainer, (December 2008 – February 2010)

**KGB CUSTOMER SERVICE, Dallas, TX**

* Facilitated initial and advanced training for operators
* Monitored agents during actual calls in side-by-side setting
* Provided feedback to agents on improving quality their performance

Directory Assistance Operator, (December 2007 – December 2008)

**KGB CUSTOMER SERVICE, Dallas, TX**

* Delivered accurate script and entered data
* Practiced clear communication and good listening skills
* Facilitated problem resolution