Jane Doe

123 Applesauce Lane

Lumberton, NJ 08048

Phone: (609) 123-4567

Applesauce333@yahoo.com

**EDUCATION:**

B.S Human Resources/ Business Administration, University of Maryland University College, Anticipated December 2016

A.S Accounting, Burlington County College, 2011

**EXPERIENCE**

Specialist, US Army

**Human Resources Specialist** Fort Hood, TX

2012-2015

* Maintained personnel records and processed personnel actions for service members and their families.
* Evaluated personnel qualifications for special assignments
* Prepared orders and requests for orders
* Prepared and maintained officer and enlisted personnel records for 6 companies
* Served on a team of six clerical personnel in support of 1,700 employees

South Jersey Eye Physician

**Medical Receptionist**

2011-2012 Columbus, NJ

* Performed day-to-day administrative functions and general office duties including but not limited to word processing, copying, filing, faxing, answering phones and data entry
* Provided information to Clinic callers according to the Clinic’s Policies and Procedures; transferred calls as needed; worked with central reception to ensure adequate phone coverage at all times
* Welcomed and greeted patients/clients/visitors to the department in a manner that is helpful and friendly; determined purpose of visit and direct patients/clients/visitors to appropriate person or department(s)
* Carefully screened patients for new address, new patient visit update registration and informed patient of adequate information that must be presented at time of visit.
* Exercised utmost diplomacy and tact to provide excellent customer service for patients; practiced confidentiality and privacy protocols in accordance to Clinic policies and HIPAA requirements.

Courtyard by Marriot

**Bistro/Front Desk** Burlington, NJ

2010-2011

* Ensued that all Guests received a courteous and efficient check-in and check-out experience and Guest service standards were always followed
* Handled Guest issues, complaints, and requests and proactively resolve in a manner satisfactory to both the Guest and the hotel.
* Booked and changed customer reservations
* Answered Guest questions regarding local area facilities and give proper directions to these areas.
* Demonstrated proper telephone etiquette including transferring calls and taking accurate messages for Guests and team members according to company standards.

Simonick Moving & Storage

**Accounting Clerk** Burlington, NJ

2008-2010

* Prepared and submitted customer invoices
* Monitored customer accounts for nonpayment and delayed payment
* Verified and maintained accounting journals and ledgers and other financial records
* Entered key data of financial transactions in database
* Informed management and compile reports/summaries on activity areas
* Minor bookkeeping.

**AWARDS & AFFILIATIONS**

AmeriCorps

Army Achievement Medal

Army Good Conduct Medal

Military Outstanding Volunteer Service Medal

National Defense Service Medal