

JANICE GRAZE
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Food Service Handler

Dynamic Food Handler with over 5 years experience in the Food Service field. Ability to multi-task while interacting with customer and managing complex orders. Excellent problem solving skills ensuring accuracy of orders which results in timely delivery of hot meals. Special care in using textbook hygiene practices, which resulted clean and sanitize eating environment for the customer.

WORK EXPERIENCE:

California Home Medical Equipment, Foster City, CA 02/2001-08/2012
Customer Services Representative,

- Recognizing and managing assertive customer in keeping with company policy
- Ability to interact with both management and staff as a leader and cooperative team-workers
- Strong attention to detail managing day to day business practices
- Ability to multi-task while interacting with a customer and maintaining an effect use of time
- Created work orders for daily deliveries

Medical Home Care Services, Burlingame, CA 05/2000-06/2004
Customer Service Manager,

- Maintained Confidentiality of patient, employee, and company information in agree with HIPPA Regulation
- Generated monthly reports to provide accountability of incoming revenue
- Input documentation accurate to assure that billing will not be denied
- Process and maintained current work order for daily deliveries

Hometech Medical Services, Sunnyvale, CA 03/1996-5/2000
Customer Service Representative,

- Successfully researched complex billing and resubmission of claims which resulted in 5% cost reduction of Account Receivable
- Managed top 10 outstanding collection account for multi-million dollar company which required strong communication skills and resourcefulness
- Cash posting
- Created daily work order for deliveries

Chateau La Cresta, Saratoga, CA 01/1997-06/1998
Waitress,

- Always takes special care of following company hygiene practices
- Served drinks and hot meals to patrons customer
- Set up and break down for banquet room
- Taking order for customer meals

Paramount Great America, Santa Clara, CA

03/1994-10/1995

Food Service Handler,

- Cleaned and Sanitize common eating area
- Prepared and Stocked food counter
- Cashier
- Used excellence hygiene practices

EDUCATION:

Prerequisites for VNA, Mission College, Santa Clara, CA

Medical Assistant (Certification of Completion) Clayton Career College, San Jose, CA

COMPUTER SKILLS:

MS Office Suite (Excel, Microsoft, Power Point, Outlook)