

Justin Fernandez

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OBJECTIVE

Customer Service with 5 years service experience, seeking opportunity to gain experience in the field. Motivated and committed to finish task on time while adapting to different settings. Patient and ready to assist when needed. Enjoys working in a fast pace environment.

SUMMARY

- 5 years customer service experience
- Medical Assistant/Therapy externship experience
- Efficient in a fast pace work place
- Computer skills – Microsoft Word, Excel & Medical Manager
- Customer service skills
- CPR BLS Certified

EDUCATION

Heald College, Milpitas, CA

Associate in Applied Science degree in Medical Assisting

Graduation Date: July 2012

GPA 3.5

SKILLS

- Type at 40+wpm
- Medical billing & coding : ICD-9-CM, CPT
- Microsoft word & excel
- Medical Clinical & Procedure
- Excellent communication skills by understanding the various signs of culture and personality in the health setting.
- Knowledge in medical Terminology/Anatomy
- Medical Computer Manager

EXPERIENCE

Gombei Bento, Sunnyvale, CA

April 2012 – Present

Server/Cashier:

A fast pace restaurant which has developed my interpersonal skills, ability to think on feet and make confident decisions about the task on hand. Promoted to Server from Cashier role. Gained more responsibility by assisting the manager with counting the register at the end of the shift. Learned minor cooking techniques from the chef. Enhanced people skills by being a team player and engaging with customers daily.

- Hands on experience accepting payments from customers and giving change and receipts. Take customers order and direct customers where to be seated.
- Prep inventory by making labels and setting food products in the freezer.
- Developed excellent customer service skills by engaging a positive relationship with returning customers.
- Developed full knowledge of menu by understanding the nutritional value of the food. Accurately describe menu items and give recommendations when requested.

Alliance Occupational Medicine, Santa Clara, CA Jan. 2012 – Mar. 2012

Externship

A clinic that provides therapy and general check up. Assisted eight MDs, two MA supervisor and one X-ray tech. Was placed in a new department each week to handle various of tasks while assisting about 10 to 15 patients a day.

- Front Office Experience- Make daily phone calls to remind patient about upcoming appointment, file paperwork and assist the MA supervisor by assisting patient with medical forms.
- Therapy Office Experience- Assist the MD by sanitizing and preparing equipment. Performing ultrasound, placing bandages, and set timer for heat/cold pads on patient.
- Backroom Experiences- Ensure the cleanliness and sanitation of exam room. Direct patient to exam room. Demonstrate proficiency in taking patient vital signs, perform general exams such as height weight and eye exams, deltoid shots, urinalysis and surgical removal bandage when advised by the MD.

Target, Sunnyvale, CA

October 2006 – January 2009

Worked in various departments:

- Photo Lab Specialist- responsible for processing photos within 1 hour and next day, handling chemicals
- Customer service- Check out guest. Offer Target Redcard promotion, Assist customers with carry out items.
- Backroom- Inventory, operating the wave to reach higher areas. PDA for scanning merchandise