

Jessica J. Jero

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Objective

- Problem solver trained at developing effective resolutions with excellent leadership and organizational skills.
- Successful at building proficient relationships with peers and professionals and motivating others to succeed.

Education

BACHELOR OF SCIENCES | 2014 | CAL STATE UNIVERSITY SAN BERNARDINO

- Major: Health Care Administration Minor: Business Administration

Experience

MEDICAL RECEPTIONIST | GARDEN PEDIATRICS | DECEMBER 14, 2015- PRESENT (40 HRS PER WEEK)

- Greet and check-in patients, and collect personal, medical, and insurance information.
- Schedule, reschedule, and verify patient appointments
- Collected patient co-payments in accordance to insurance and recorded payment transactions.
- Communicated outstanding balances to insurance companies and patients.
- Coordinate physician schedules and maintain patient flow by communicating patient arrivals and delays.
- Use of EMR software to manage patient records and files, as well as upholding patient confidentiality as required by HIPAA.
- Manage office and medical supply inventories; receive deliveries and organize supplies in stockrooms and exam rooms.
- Answer multi line telephones and assist in all inquiries; transfer calls and take messages for doctors of the practice
- Perform clerical work such as faxing, copying, scanning, emailing, etc.

SERVER | HOOTERS OF ONTARIO | FEBRUARY 01, 2015- APRIL 30 2016 (30 HRS PER WEEK)

- ☐ Accurately totaled, processed, and collected payments from guests using the point-of-sale system handling money processing credit and debit cards making change and processing gift certificates cards and vouchers.
- ☐ Assisted guests with making menu choices in an informative and helpful fashion
- ☐ Maintained knowledge of current menu items, garnishes, ingredients, and preparation methods.
- ☐ Appropriately suggested additional items to customers to increase restaurant sales.
- ☐ Promptly served all food courses and alcoholic beverages to guests.
- ☐ Trained new servers on menu knowledge and steps of quality service.
- ☐ Top performer in bi-weekly specialty beverage/shooter/alcohol sales competitions.

RECEIVING/ACQUISITIONS ADMINISTRATIVE ASSISTANT | PFAU LIBRARY | AUGUST 2011 – MAY 2015 (40 HRS PER WEEK)

- Developed proprietary software skills that enabled a quick analysis by inputting data that helped decipher duplications in the system
- Accurately created order records for incoming purchasing items
- Generated donation letters for every donor whom donated to the library and sent them out to appropriate address using Microsoft Office
- Coordinated monthly schedules for myself and completed monthly time sheets in a timely manner
- Performed daily mail duties and distributed mail to each of the five floors of the library, making sure each staff member received exact packages each day
- Worked with Tricor company in receiving Inter-Library Loan packages to be delivered
- Proficient in office procedures such as faxing, filing, and copying
- Was proactive and helped resolve any customer service issues regarding receiving and acquisitions within the department
- Experienced with answering and transferring phone calls

HUMAN RESOURCES INTERN | VICTOR VALLEY GLOBAL MEDICAL CENTER | January 2015- April 2015 (20 HRS PER WEEK)

- Administrative and clerical support for Human Resources director
- Receive and direct telephone calls to appropriate office
- Developed proprietary software skills that enabled a quick analysis by inputting private employee data that helped coordinate current employees' questions and demands
- Successfully created a control analysis project for seventeen departments ensuring budgets and turnover rates are aligned
- Proficiently documented important employee information using Microsoft Office Word, Excel, Powerpoint and Outlook.

PARTS AND SERVICES CASHIER | SPREEN HONDA | SEPTEMBER 2013 – FEBRUARY 2014 (20 HRS PER WEEK)

- Collected service and parts orders from customer and recorded payments .
- Faxing and Scanning order receipts for file back up.
- Assisted with customer exchanges.
- Closed out cash registers and reported revenues each day, compiling bank deposits.
- Answering and transferring telephone calls.

Computer Skills/Leadership/Information

- Alumni member of Alpha Phi International Women's Fraternity / Student Health Advisory Committee Club
- Fluent in Microsoft Office Tools (Word, Excel, and PowerPoint), Google Docs, Millenium, SSPS,, Outlook, and EMR
- CPR certified
- Proficient in medical terminology
- Valid Food Handlers Certification