

Amie Hinton

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Highlights of Qualifications:

- Communication skills focused on understanding customer needs and developing resolutions.
- Transferred urgent calls to the required departments quickly and accurately.
- Able to stay calm when confronted with angry customers and defuse tense situations.
- Fast learner committed to customer satisfaction
- Great communication skills as with ability to work with others in close manner.
- Microsoft Word, Excel & Power Point
- Document Imaging
- Filing/Ten Key (Alpha –Numeric)
- T3,T7& T12 Machines, Shampooer, Vacuum, Buffer
- Sterilization & Hazardous Chemicals, Ladders & Disposal of Waste & Bio Hazard Materials

Professional Experience:

Healthcare & Office Support

- Observe and communicate with patients and provide healthcare providers with an assessment.
- Performed general office duties such as typing, operating office machines, and sorting mail.
- Efficiently and accurately prepping /indexing and quality checking documents from single or multiple hospitals into the document imaging system.
- Sort or classify information according to guidelines such as content, purpose, user criteria or chronological, alphabetical or numerical order.
- Took vital signs, performed EKG's directed families to rooms, cleaned rooms and assisted physicians.

Facility Maintenance & Customer Service

- Structured and maintained a clean and sanitized positive atmosphere for the children and central staff and visitors.
- Managing inventory control procedures and cycle counting to ensure the safe handling of parcels and packages.
- Answered inquiries relating to account information products and services, rates and policies.
- Handling goods and documents in a busy warehouse setting.
- Sanitized rooms and halls in commercial establishments such as classrooms, restaurants, clubs and outpatient clinics.
- Established and maintained contacts with new and existing customers as per the direction of the supervisor.
- Sorting packages and placing them on machines that transfers the goods to loading docks.

Work History:

04/2017 to 07/2017

FedEx Ground

Package Handler

Wilmer, TX

01/2016 to 05/2016

House Keeper

UTSW Medical Center

Dallas, TX

06/2015 to 11/2015
10/2013 to 06/2015
05/2011 to 02/2012
01/2000 to 04/2002

Patient Care Tech
Custodian
Front-End Cashier
Document Imaging Tech

Parkland HHS
Dallas ISD
Tom Thumb
Children's Medical

Dallas, TX
Dallas, TX
Plano, TX
Dallas, TX