

# Jennifer Gary

## **Patient Access Representative - Ochsner Medical Center**

Jefferson, LA 70121

[t39vy@yahoo.com](mailto:t39vy@yahoo.com)

(504)338-5000

Experienced Customer Service Professional seeking a rewarding and challenging position that will provide me with an opportunity to utilize my extensive customer service and management experience,

while also providing me with room for continued growth and advancement.

Authorized to work in the US for any employer

## Work Experience

---

### **Patient Access Representative**

Ochsner Medical Center - New Orleans, LA  
2012 to Present

Multi-Organ Transplant and Hepatology

Answer and direct calls, messages to appropriate medical staff from patients

Schedule Appointments

Answer questions regarding patients test, labs, and procedures

Update Demographics

### **Assistant Manager**

Rainbow USA, Retail  
2011 to 2012

Greeting customers and respond to all seeking help and attention.

Open and close store.

Held accountable for cash and transactions.

Make schedules, payroll and signs for the upcoming sales

### **Sales Associate**

Dillards Inc - New Orleans, LA  
2007 to 2008

Greet customers and respond to all inquiries in a courteous and professional manner, while assisting them with fragrance selections.

Informed customers of new fragrances and store promotions and sales.

Maintained stock room in a clean and orderly manner.

Accurately processed all cash, check and credit/debit card transactions.

### **Rail Manager**

Caliber Auto Transfer - Chicago, IL  
2004 to 2007

Coordinated work schedules and supervised and monitored the performance for a crew of 33 employees

and 2 Supervisors.

Followed up on training, provided performance evaluations and made recommendations for termination when warranted.

Reviewed payroll records and prepared time cards.

Oversaw inbound and outbound shipping throughout the United States and Canada of cars of various make and models for Ford Motors.

Verified VIN numbers and reviewed and verified shipping/receiving invoices.

Maintained inventory control of all vehicles and addressed discrepancies in orders in a timely and efficient manner.

Performed calculations to determine accuracy in shipment counts, delivery and arrival dates and destinations.

Maintained records on computer database system utilizing Excel.

### **Trainer/Server**

Applebee's, Inc - Evergreen Park, IL

November 2003 to September 2004

Server

Assisted customers with food and beverage selections apprising them of house specials, delivered meals and provided assistance with carside-to-go service.

Trained new Servers ensuring adherence to speedy and accurate service.

### **Home Health Aid**

Home Daycare Service - Chicago, IL

April 2000 to June 2003

Operated successful home daycare service for children ranging in ages from 9 months to 3 years.

### **Sales Associate/Team Leader**

Marshall Fields - Chicago, IL

1993 to 2000

Assisted customers with merchandise selection and sales in the clothing and accessories departments,

assisted with floor displays and inventory.

Trained new employees and provided direction and hands on assistance whenever needed.

Resolved customer and associate disputes often finding agreeable resolutions.

Processed all methods of payment and balanced cash drawer.

Coordinated lunch breaks to ensure sufficient coverage at all times.

## Education

---

John M. Harlan High School - Chicago, IL

1986

## Skills

---

Excel., Microsoft Word, Windows XP, Word

## Additional Information

---

### COMPUTER SKILLS

Microsoft Word, Excel Windows XP and Vista and the Internet