

# Michelle Howard

## **Customer Service Savvy with a Genuine Passion for People**

Balch Springs, TX

[michellehoward6191@gmail.com](mailto:michellehoward6191@gmail.com)

4699717502

Authorized to work in the US for any employer

## Work Experience

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### **Unit Secretary**

Medical City of Plano

January 2018 to May 2018

Responsible for maintaining the accuracy and security of confidential patient health records. Manage paperwork such as patient history forms, and admission and discharge documents.

### **Sr. Guest Experience Representative**

La Quinta Inns & Suites - Dallas, TX

July 2017 to May 2018

As a Sr. Guest Experience Maker my duties were not limited too: Trainee for new hires, AR, Payouts, Scheduling, Answer telephone calls from guests seeking to make or cancel hotel reservations. Greet arriving guests, assign rooms, issue keys, and collect guest payment and billing information. I made sure to always go above and beyond to show guest how important he or she is to me and the business. Interacting with guest in a friendly- helpful and positive way.

### **Unit Secretary**

Parkland Health & Hospital System - Dallas, TX

October 2010 to 2013

As a Heath Unit Coordinator in the Neorolgy Unit i was responsible for maintaining the accuracy and security of confidential patient health records. Manage paperwork such as patient history forms, and admission and discharge documents. Answered multiline telephone advising patients, family, other staff on the status of the unit.

## Education

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### **Some College**

## Skills

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10-Key, Windows 8, Microsoft office, Excel, Typing, Spanish, Customer Service Skills

## Certifications/Licenses

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**CPR/AED**

January 2018 to January 2022

### Additional Information

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Customer Service Savvy with a passion for people.