

Vachensky Toussaint

Provider Services Specialist

Newark, NJ 07108

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(973) 651-6130

Work Experience

Provider Services Specialist

Horizon Blue Cross Blue Shield of New Jersey - Newark, NJ

October 2014 to January 2015

Responsible for the accurate and timely processing of enrollment additions, changes, cancellations, reinstatements, and QA reviews of system entry.

- Had the responsibility to resolve billing problems, rebill when necessary, prepare refund requests, review of application/change forms for completeness, data entry of information into Salesforce, entry of member and contract terminations, review of daily entry and error files from the EAM system, and process daily error files from the TRR report.

Sales Associate

Follett Bookstore- Montclair State University - Montclair, NJ

September 2013 to September 2014

Greet customers and render assistance as necessary responding to inquires of products and merchandise.

- Answers phones and responding to inquires or direct calls for appropriate resolution, carry and shelve merchandise inventory. Straighten merchandise, stocks shelves and prices merchandise
- Operates cash register tabulating transactions
- Pick, process and pack orders for shipping in accordance with retail store operations
- Take inventory as needed and responsible for ordering general merchandise items

Intern

Newark Public Schools - Newark, NJ

July 2012 to August 2012

Administrative skills include but not limited to:

- Answering phones, faxing and photocopying documents.
- Responsible for filing and maintaining student files.
- Scheduled appointments and maintained office schedule.
- Performed multiple errands which demonstrated independent functioning

Supervisor

Urban League Newark - Newark, NJ

February 2010 to August 2011

Skill Building workshop facilitation.

- Instructed job training activities for peers.
- Performed "Dress for Success" workshops.
- Organized and facilitated community service initiatives with fellow students.

Education

Chemistry

Kean University - Union, NJ

2014 to Present

Bio-Chemistry

Montclair State University - Montclair, NJ

2013 to 2014

College Preparatory

Central High School - Newark, NJ

2013

Servers Test

Multiple Choice

A

1) Food is served on what side with what hand?

- On the left side with the left hand
- On the left side with the right hand
- On the right side with the left hand
- On the right side with the right hand

B X

2) Drinks are served on what side with what hand?

- On the left side with the left hand
- On the left side with the right hand
- On the right side with the left hand
- On the right side with the right hand

D

3) Food and drinks are removed on what side with what hand?

- On the left side with the left hand
- On the left side with the right hand
- On the right side with the left hand
- On the right side with the right hand

A

4) What part of a glass should you handle at all times?

- The stem
- The widest part of the glass
- The top

D

5) When you are setting a dining room how should you set up your tablecloths?

- Neatly and evenly across the tables
- The creases should all be going in the same directions
- The chairs should be centered and gently touching the table cloth
- All of the above

D

6) If you bring the wrong entrée to a guest what should you do?

- Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn
- Inform the guests that you will bring the correct entrée once everyone else in the dining room is served
- Try to convince the guests to eat what you brought them
- Go back into the kitchen to the front of the line and inform the expeditor that you need a different entrée

Match the Correct Vocabulary

D Scullery

A. Metal buffet device used to keep food warm by heating it over warmed water

E Queen Mary

B. Style of service where food is prepared or served individually at the dinner table to fit the customer's specific taste (i.e. providing dressing and pepper for salad or handing out bread to each patron)

A Chaffing Dish

C. Used to hold a large tray on the dining floor

G X French Passing

D. Area for dirty dishware and glasses

B X Russian Service

E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F Corkscrew

F. Used to open bottles of wine

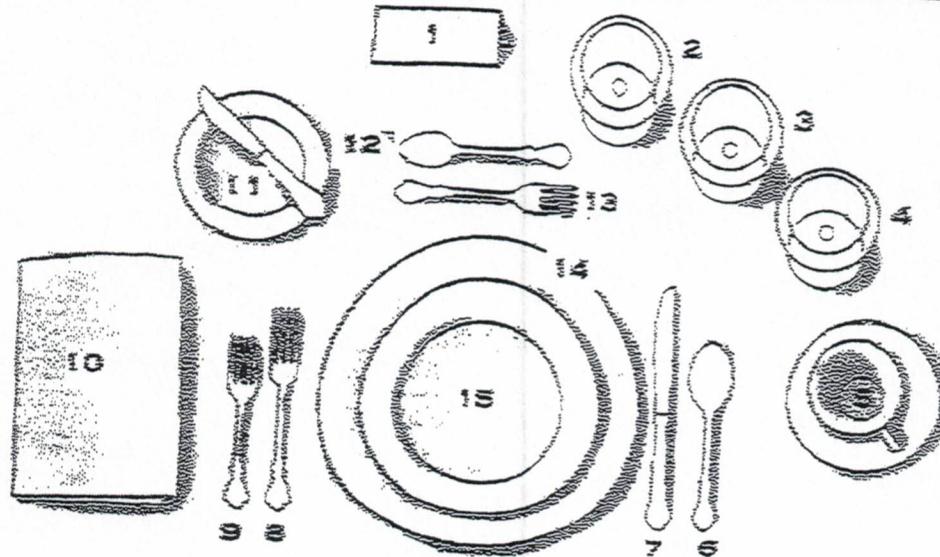
C Tray Jack

G. Style of dining in which the courses come out one at a time

71%

Name Vanevensky Toussaint
Score / 35

Servers Test



Match the Number to the Correct Vocabulary

<u>10</u>	Napkin	<u>8</u>	Dinner Fork
<u>11</u>	Bread Plate and Knife	<u>5</u>	Tea or Coffee Cup and Saucer
<u>1</u>	Name Place Card	<u>7</u>	Dinner Knife
<u>12</u>	Teaspoon	<u>3X</u>	Wine Glass (Red)
<u>13</u>	Dessert Fork	<u>9</u>	Salad Fork
<u>6</u>	Soup Spoon	<u>14</u>	Service Plate
<u>15</u>	Salad Plate	<u>4X</u>	Wine Glass (White)
<u>2X</u>	Water Glass		

Fill in the Blank

1. The utensils are placed 5 inch (es) from the edge of the table.

2. Coffee and Tea service should be accompanied by what extras? Sugar &/or Cream

3. Synchronized service is when: everything is served simultaneously

4. What is generally indicated on the name placard other than the name? Location

5. The Protein on a plate is typically served at what hour on the clock? N/t

6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Contact Cook