

**THERESE Z KEAN**  
PLANO, TX 75023  
(214) 998-5850

### **Career Objectives**

To highlight a high level of customer service skills, ability to perform well in a high volume stressful atmosphere autonomously, and yet become part of a larger team that respects and relies upon me for my ability to get my job done on a timely basis.

### **Summary of Qualifications**

I am personable, dedicated, competent, loyal, diligent, and trustworthy. I have a collaborative management style when it comes to gathering information and researching new ideas, but I am to the point and expect results in the end.

### **Education**

CPR/AED/First Aid Certified. Food Manager Handler Certified, Healthstream, Continuing Education - IPlan, ICD10, Introduction to Medical Spanish, Graduated from Bishop Lynch High School, one and a half years at Collin College.

### **Technology**

Microsoft Outlook, Word, Works, Excel, Access, Power Point, Publishing, Money, QuickBooks, Lotus 123, Meditech, Passport Insurance Verification, Multi-Line Phone, copy, Fax, File, Scan, Bind, Laminate, Cut, Ten Key by Touch, and Typing 55 wpm.

### **Work History**

**Walmart, Anna, Texas**  
**Mod Team Lead/Catering and Food Service**  
**Apr 01, 2017 - Jun 29, 2018**

- \* Worked in catering and café preparing high volumes of food, waited on customers, inventory, clean up, and improving communication.
- \* Responsible for meticulous organization of product displays, while working effectively with co-workers.
- \* Responsible for proactive customer service, always being aware of who is within ten feet, making eye contact, greeting and offering to help at all times.
- \* Being a team player, willing to perform any duty assigned, with a good attitude.
- \* Assigned to train and assess new hires so that they can work confidently and independently.

**Medical Center of McKinney, MCKINNEY, Texas**

**Registrar**

**Jan 01, 2015 - Feb 15, 2017**

\* As Registrar I was responsible for entering patient demographic information, verifying insurance, obtaining signed consent forms, premium payments, providing additional documents upon request, answering all questions in my scope of duty, and passing on questions and information to appropriate personnel to follow.

\* Each person was greeted with a warm welcoming smile. During introductions, it would become apparent how to tailor our interaction for the best customer experience. The goal was to make sure the patient felt listened to and cared for. It was important to reduce anxiety through clear calm communication by letting them know why I was there, what I would be covering, approximately how long it would take, and wrapping it up with a question and answer time. We believed that guests who came away with this perception were more likely to be repeat customers.

\* When multi-tasking, for example, I may have a patient in front of me, someone on the phone, and someone at the window. It was my job to prioritize urgency and adjust my attention accordingly.

\* There were times when patients were angry, violent, or psychotic coming in. Occasionally no matter what you did to help de-escalate the atmosphere our efforts proved fruitless. We had hospital security, private duty police officers, psychologist, bereavement specialists, doctors, nurses, and EMS at our furtherance. We worked as a team to give the best patient care while protecting ourselves from undue harm.

\* I was integral in developing a script, and order of procedure as well as eliminating redundant paperwork to speed up the registration process, increasing the quality of completeness, and collection of money. Coworkers looked forward to my consistent prompt attendance, and high-quality volume performance clearing the board. The quicker we registered patients; the quicker patients could be scheduled for test and procedures, admitted by doctors or discharged.

**Dr. Anderson, DALLAS, Texas**  
**Part Time Temporary Office Manager**  
**May 03, 2010 - Oct 30, 2015**

- \* Responsible for welcoming guests, strangers, or visitors with a friendly and generous reception. Ask how I can help them. Hold open the doors for them. Smiling and being warm to patients and thanking them for coming at visits end.
- \* Screened mail and phone calls, scheduled appointments, and set up new patients in proprietary system.
- \* Accountable for obtaining insurance authorizations.
- \* Responsible to collect and post client payments, mailed out accounts payable, made daily bank deposits, and tracked petty cash.
- \* Coordinated domestic travel arrangements including flights, transportation, accommodations and typing up travel itineraries.
- \* Maintained office by inventorying, researching, and procuring supplies, as well as, keeping reception area clean and tidy throughout the day.
- \* Development/publishing of event marketing.
- \* Assisted Dr. Anderson in keeping her CV and credentialing up to date, and business running as she transitioned from full-time practice to a part-time online practice at home.
- \* As Dr. Anderson's health declined I created a medical history binder and several logs for keeping track of her diet, exercise, medication, and physical symptoms or side effects. Accompanied her to hospital visits, and assisted her personal care until she transitioned to assisted living.

**Metten Holdings Inc, McKinney, Texas**  
**Manager**  
**Jun 09, 2014 - Jan 01, 2015**

- \* Operational Management: organized, stocked, ordered, and inventoried supplies. Oversaw equipment and building maintenance, cleanliness, and security.
- \* Financial Management: planned and worked to budgets, maximized profits, through controlled food and labor costs.
- \* People Management: recruited new staff, trained and developed existing staff, motivated and encouraged staff to achieve targets, coordinated staff schedules, and duty rotations. Worked to ensure standards of hygiene were maintained and that the restaurant stayed in compliance with health and safety regulations; ensuring high standards of customer service were maintained; implemented and followed through with company policies, procedures, ethics, etc. handling customer complaints and queries. Prepared reports and other performance analysis documentation; attended regular meetings with area managers or head of office representatives. Established relationships with local community and undertook activities that complied with the company's corporate social responsibility programs.

**Plano ISD, Plano, Texas**  
**Cafeteria Manager**  
**Jul 01, 2006 - Nov 02, 2012**

- \* Conduct operational management 55% and production management 45% of the work week.
- \* Produce and maintain work schedules, and production records. Direct task assignments within the local site to operate efficiently.
- \* Maintain food production that ensures the safety and quality of food per departmental guidelines and Plano Health Department requirements.
- \* Maintain all serving schedules, ensure that all food items are served per menu specifications in a safe and appropriate manner according to departmental guidelines.
- \* Maintain accurate on-site reports of daily and monthly financial, production, and activity records.
- \* Conduct inventory inspections, plan production amounts, order food, receive orders in, supervise the shelving of new items to ensure first in first out method.
- \* Manage employees at the school site, promoting employee growth, efficiency, morale, and teamwork.
- \* Maintain a safe and hazard-free working environment.
- \* Maintain logs on all maintenance required on equipment in kitchen. Perform preventative maintenance check list. Justify replacement of existing equipment to meet needs of facility. Implement Nutrition Advisory Council, conduct Student Parent Involvement Education, and participate in Campus Wellness program at Campus Site as well as carry out monthly Staff In Services, and securing certificates for mandatory Continuing Education through Region 10.

**Kolache Station Bakery, Plano, Texas**  
**Manager**  
**Feb 01, 2004 - Jul 01, 2006**

Food production, serving, cashiering, and cleaning. Hiring, training, evaluation of staff, and goal setting. Ordering, receiving, and inventorying of supplies. Reconciling cash receipts and making deposits. Developing advertising and increasing sales.

Sharon J. Anderson, Ed.D.

PSYCHOLOGIST

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Dallas, Texas 75243  
214/341-2003

To Whom It May Concern:

Therese Kean worked in my office during the months of June and July, 2011, while my Administrative Assistant was on vacation. Therese possessed the skills to step into this role with very little training. Therese has very good computer skills and was able to use the bookkeeping system that fits my practice. She was also able to use a computer program to organize my professional library.

Therese is dependable, professional, enthusiastic, and a dedicated worker. She has good telephone skills, and she has good people skills. She responded to my patients with courtesy, respect, and professionalism. I would highly recommend Therese Kean.

Sincerely,

*Sharon J. Anderson, Ed.D.*  
Sharon J. Anderson, Ed.D.