

Jennifer Glines

Davenport, IA 52802

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WORK EXPERIENCE

Nationally Certified Medical Assistant

Cardiovascular Medicine, P.C. - Davenport, IA - April 2014 to Present

Responsibilities

- Room patients in a timely fashion.
- Return calls to patients regarding refills or testing information / results.
- Multitask at outreach locations by checking in, rooming, setting up tests, doing lab orders, helping doctor make procedure decisions, and scheduling.

Accomplishments

- Physicians CPR certification
- Adult Abuse and Child Abuse certification

Customer Service Representative

APAC Customer Service - Davenport, IA - January 2012 to March 2014

Responsibilities

- Assisting dealerships and subscriber's with their free siriusxm trial periods
- Monthly training on new updated information to the programs.
- Taking supervisor calls for team leads that are busy.
- Assisting on the call center floor with fellow employees that need assistance while on a call

Frontline Cashier

McDonalds - Aledo, IL - August 2011 to January 2012

Responsibilities

- Cashier/Drive-thru
- Taking customer orders and making sure they are pleased with their order
- Cleaning

Sales Associate

JCPenney - Moline, IL - March 2010 to June 2011

Responsibilities

- Assist customers with picking out and sizing their suits and tuxedos
- Assisting customers with shopping for clothes and giving better customer service
- Cashier
- Deposits and truck orders

Customer Service Representative

Group O - Milan, IL - November 2007 to March 2010

Responsibilities

- Assisting customers with redeeming their promotional rewards over the phone and on the website
- Multi tasking by working with several CSR programs
- Assisting on the call center floor with fellow employees that need assistance while on a call

-Making Spreadsheets on Excel and using data entry

EDUCATION

Certification in Medical Assisting

Black Hawk College - Moline, IL

2013 to 2014

Diploma

American School of Correspondence - Lansing, IL

2005 to 2007

ADDITIONAL INFORMATION

Medical Assisting Internship

CardioVascular Medicine, PC

January 2014 - March 2014