

Amanda Jordan

Supervisor

Wheat Ridge, CO 80033

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213-336-1885

Experienced server bringing enthusiasm, dedication and exceptional work ethic. Trained in customer service and interpersonal skills. High energy and outgoing with a dedication to positive guest relations. High volume dining, customer service, and cash handling background.

Authorized to work in the US for any employer

Work Experience

House Cleaner

Damian & Wendy - Los Angeles, CA

March 2019 to Present

Part-time house cleaning for a gentleman's sick mother who is immobile, and he takes care of, and I do full detail house and apartment cleaning for them both two times a week.

Human Resource Supervisor

United Parcel Service (UPS) - Lakewood, CO

August 2018 to February 2019

Was in charge of our recruiting for employment for all UPS's in the state of Colorado.

Supervisor

Mojo's Federal Wine and Spirits - Lakeland, FL

April 2018 to September 2018

- Mark Burton - 863-937-4226

- Delivered exceptional and friendly fast service
- Answered questions about menu selections and made recommendations when requested
- Accurately recorded orders and partnered with team members to serve food and beverages that exceed guest expectations
- Skillfully anticipated and addressed guest's service needs
- Managed closing duties, including restocking items and reconciliation of cash drawer

Lead Server/Certified FOH Trainer

Glory Days Grill - Lakeland, FL

January 2016 to February 2018

Supervisor - James Hamilton - 863-225-8958

- Assisted guests with making menu choices in an informative and helpful fashion
- Appropriately suggested additional items to customers to increase restaurant sales.
- Effectively communicated with kitchen staff regarding customer allergies, dietary needs, and other special requests
- Regularly checked on guests to ensure satisfaction with each food course and beverages.
- Consistently adhered to quality expectations and standards

- Trained new servers on company policies and procedures to ensure all serving staff provided exceptional customer satisfaction.

Education

High school or equivalent in Medical Coding Specialist

Polk State College - Lakeland, FL

August 2016 to July 2018

High school diploma in Medical Administrative Specialist

Traviss Career Center

August 2013 to August 2014

Skills

- Additional Information Medical Administrative Specialist CPT and ICD-10 Medical Coding, Microsoft Office, Medical Transcription (2 years)
- Medical Billing
- ICD-9
- Anatomy Knowledge
- Insurance Verification
- Physiology Knowledge
- Medical Terminology
- ICD Coding
- Medical Records
- Medical Office Experience
- Accounting
- Medical Scheduling
- Data Entry
- Triage

Certifications and Licenses

Medical Administrative Specialist

May 2015 to Present

Awarded certificate for Medical Administrative Specialist from Traviss Career Center in 2015.

-Focuses were in Medical billing and insurance

-CPT Medical Coding (in patient and out patient)

-ICD 9 & 10 coding

-Transcription

-Administrative duties such as patient scheduling, filing, electronic records, reading medical charts and reports

-medical terminology and anatomy.

Assessments

Reliability — Completed

August 2019

Tendency to be dependable and come to work

Full results: [Completed](#)

Customer Focus & Orientation — Highly Proficient

April 2019

Measures a candidate's ability to respond to customer situations with sensitivity.

Full results: [Highly Proficient](#)

Food Safety — Proficient

April 2019

Proper food handling, storage, and equipment use for preventing the spread of foodborne illness.

Full results: [Proficient](#)

Retail Cash Handling — Completed

September 2019

Calculating retail transactions and knowing cash drawer policies and procedures.

Full results: [Completed](#)

Conscientiousness — Expert

September 2019

Tendency to be well-organized, rule-abiding, and hard-working.

Full results: [Expert](#)

Customer Focus & Orientation — Highly Proficient

May 2019

Responding to customer situations with sensitivity.

Full results: [Highly Proficient](#)

Personality: Hard-Working — Highly Proficient

May 2019

Measures a candidate's tendency to be rule-abiding, well-organized, hard-working, confident, and think before acting.

Full results: [Highly Proficient](#)

Attention to Detail — Completed

May 2019

Identifying differences in materials, following instructions, and detecting details among distracting information.

Full results: [Completed](#)

Reliability — Proficient

April 2019

Measures a candidate's tendency to be dependable and come to work.

Full results: [Proficient](#)

Memorization & Recall — Familiar

April 2019

Measures a candidate's ability to commit product or merchandize information to memory and recall at a later time.

Full results: [Familiar](#)

Human Resources Skills: Recruiting — Familiar

April 2019

Managing the candidate sourcing and selection process

Full results: [Familiar](#)

Human Resources Skills: Compensation and Benefits — Completed

April 2019

Knowledge of compensation and benefits programs.

Full results: [Completed](#)

Organizational Skills — Highly Proficient

March 2019

Measures a candidate's ability to arrange and manage files or records using a set of rules.

Full results: [Highly Proficient](#)

Customer Focus & Orientation — Proficient

March 2019

Measures a candidate's ability to respond to customer situations with sensitivity.

Full results: [Proficient](#)

Retail Customer Service — Expert

March 2019

Measures a candidate's ability to comprehend and respond appropriately to retail customer needs.

Full results: [Expert](#)

Critical Thinking — Completed

March 2019

Measures a candidate's ability to use logical approaches when solving problems.

Full results: [Completed](#)

Merchandise & Supply Storage Skills — Completed

December 2018

Measures a candidate's ability to apply systematic processes for managing and storing products and merchandise.

Full results: [Completed](#)

Administrative Assistant Needed ASAP — Proficient

September 2019

Using basic scheduling, attention to detail, and organizational skills in an office setting.

Full results: [Proficient](#)

Food Service: Customer Situations — Highly Proficient

December 2019

Ensuring customer satisfaction, prioritizing tasks, and suggesting products in a food service setting.

Full results: [Highly Proficient](#)

Receptionist — Proficient

December 2019

Using basic scheduling, attention to detail, and organizational skills in an office setting.

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

Medical Administrative Specialist

CPT and ICD-10 Medical Coding