

Elizabeth Haas-Armstrong

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To find local employment that allows me to interact with the public, while utilizing my skills and experiences.
Authorized to work in the US for any employer

WORK EXPERIENCE

Loyalty Representative

Comcast - Minnetonka, MN - September 2016 to February 2017

Groomer's Assistant, Pet Specialist

PetSmart - Woodbury, MN - February 2016 to July 2016

Customer service and pet supply sales, transferred to grooming as a dog bather

Work Study Biology Department

Saint Paul College - Saint Paul, MN - August 2011 to September 2012

Assist teachers as needed with lab demonstration

Biology lab preparation and setup

Assist students as needed

Host and supervise biology study labs

Clean and maintain lab areas

Feed and care for lab animals

Hotel Desk Staff, PBX Telephone Operator

Treasure Island Casino - Welch, MN - February 2007 to September 2008

Answer incoming calls in high volume environment

Hotel Reservations

Guest Relations

Hotel check in/out

Sales

Cash handling

Dispute resolution

Cashier, Deli Lead

Cub Foods - Cottage Grove, MN - March 2005 to December 2006

Cashier

Customer Service

Guest Relations

Sales

Food prep

Supervising 1-5 employees

Product ordering and inventory

Desk Manager

Cottage Grove Fitness & Spa - Cottage Grove, MN - September 2003 to February 2005

Product and Service Sales

Receptionist
Appointment Scheduling
Facility Tours
Contract Management
Promotional Events

EDUCATION

Associates in Applied Science in Medical Office

Saint Paul College - Saint Paul, MN
2011 to 2013

G.E.D.

Park High School - Cottage Grove, MN
2002 to 2005

SKILLS

Microsoft Office (5 years), PBX Telephone (9 years), Customer Service (10+ years), Sales (3 years), 61 WPM average (10+ years), Powerpoint (5 years), Excel (2 years), Medical Terminology (2 years), Medical Records (1 year)

AWARDS

5-Star Customer Service

July 2005

Awarded for displaying excellent customer service skills as a cashier at Cub Foods.

5-Star Customer Service

March 2006

Awarded for displaying excellent customer service skills as a cashier at Cub Foods.

Way to Go

May 2008

Awarded to employees who go above and beyond in their field at Treasure Island Resort and Casino.

ADDITIONAL INFORMATION

I have completed the following courses at Saint Paul College with an "A" grade:

Business Communications:

This course presents an overview of the challenges associated with workplace expectations regarding business etiquette, appropriate use of technology, and proper attire. It assists students in gaining knowledge of how to appropriately communicate with others and how to effectively deal with conflict, teamwork, and accountability in a fair and ethical manner. It also enhances the basic skills necessary for obtaining a job and achieving success in today's challenging economy and increasingly competitive work environment.

Advanced Keyboarding Applications:

Covers continued development of keyboarding speed and accuracy and proofreading skills. Students will develop skill in formatting and production of the following documents: memos, letters, envelopes, tables, and

reports. Students will be tested on the first day of class to determine two requirements: 1. Accurate keyboarding speed of 30 wpm, and 2. Using the touch method

Business Information Applications I:

This is the first course in a series that teaches students how to use Microsoft Office software applications. Software covered includes Word, Excel, Access, and PowerPoint. By the end of this course, students will be skilled in the basic features of Microsoft Office. Students will create common business documents including letters, reports, tables, newsletters, Excel worksheets, Access databases, and PowerPoint graphic presentations. This course, BTEC 1423 Business Information Applications 2 and BTEC 2506 Business Information Applications 3, prepare the student for the Microsoft Office Specialist (MOS) certification exams.

Business Information Applications II:

This is the second course in a series that teaches students how to use Microsoft Office software applications. Software used includes Word, Excel, Access, and PowerPoint. By the end of this course, students will be skilled in the advanced features of Microsoft Office. Students will create advanced business documents including Word form letters, merged documents, and newsletters; Excel financial worksheets, amortization schedules, and data tables; advanced Access queries, multi-table forms, customized reports and switchboards; and advanced PowerPoint presentations. This course, BTEC 1421 Business Information Applications 1 and BTEC 2506 Business Information Applications 3, prepare the student for the Microsoft Office Specialist (MOS) certification exams.

Medical Terminology:

This course exposes the student to the language of healthcare known as medical terminology. The student will develop an understanding of medical terminology by studying the pronunciation and definition of word parts as well as the proper format in bringing word parts together to form medical terms. Development of this foundation is designed to provide a medical vocabulary for future healthcare staff.

Health Information Foundations:

This course introduces the student to the health information management profession by covering topics fundamental to the field such as content, function, structure, and uses of health information, along with the health information profession itself. It covers prominent healthcare data sets, their purpose and use, as well as typical departmental functions associated with managing health information. An introduction of clinical vocabularies and classification systems is covered as well as secondary data sources such as registries and indexes. Finally, students will learn the history, organization, financing, and delivery of health care services in the United States.

Medical Formatting/Transcription I:

This course covers formatting and transcription of a variety of medical documents. Emphasis will be on authentic forms and material; formatting; spelling; building speed and accuracy; and proofreading and correcting errors.