

Joelle C. Copple
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EDUCATION:

Butler University – Indianapolis, IN

- B.S. – Public and Corporate Communications
- Graduated with departmental honors

EXPERIENCE:

Material in Motion, Inc. (Electrical/Electronic Manufacturing) - Fairburn, GA

Assembler – February 2019 – Present

- Worked on assembly lines that achieved 100% of quality goals and regularly exceeded production targets
- Accurately assembled data center and networking equipment and prepared finished product for shipment
- Carefully inspected completed components to ensure conformance to specifications
- Performed electrical safety tests to detect workmanship defects and ensure safe operating standards
- Consistently maintained a clean and orderly work area

Tory Burch Distribution Center/TRN Staffing – McDonough, GA

Packer (Seasonal) – November 2018 – January 2019

- Processed e-commerce, retail, and wholesale orders in packing department of upscale women's fashion designer brand
- Expeditiously prepared, wrapped/gift-wrapped, packaged, and labeled items for distribution to customers and stores
- Demonstrated flexibility by skillfully handling shifting priorities in order to meet tight shipping deadlines
- Consistently achieved productivity and quality metrics in a fast-paced work environment
- Regularly replenished and organized packing supplies to ensure a safe, clean, and productive work area

TJX Companies, Inc./HomeGoods Distribution Center – Brownsburg, IN

Warehouse Associate (Seasonal) - December 2017 – January 2018

- Quickly and accurately selected, sorted, labeled, and transported merchandise via pallet jack to assigned locations in warehouse
- Improved operational efficiency by swiftly identifying and reconciling discrepancies between information contained on shipping documents and quantity and/or condition of goods received
- Aided shipping department in loading merchandise onto trailers to facilitate timely delivery to retail stores
- Maintained steady supply of packing materials and performed general housekeeping duties

BioStorage Technologies, Inc./Brooks Life Science Systems – Indianapolis, IN

Laboratory Operations Technician – August 2016 – July 2017

- Responsible for the collection, processing, storage, and distribution of a high volume of biological samples, adhering strictly to standard operating procedures
- Maintained the integrity of irreplaceable biological assets at various temperature levels, for use in clinical trials and research
- Performed inventory verification to validate records and identify and resolve discrepancies
- Consistently met client deliverables by accomplishing daily productivity metrics and efficiency goals set by management
- Maximized client satisfaction by effectively responding to inquiries via query resolutions portal

CTB/McGraw-Hill Education– Indianapolis, IN

Test Evaluator (Project-based) – March 2013 – August 2016

- Evaluated student responses to non-multiple choice questions on standardized tests at the elementary and secondary school levels
- Assigned scores via computer according to established standards in the areas of reading, writing, language arts, mathematics, and science
- Accurately and consistently scored student submissions in compliance with state standards as outlined on associated scoring rubrics

Amazon.com/Integrity Staffing Solutions – Whitestown, IN

Fulfillment Center Associate (Seasonal) - October 2014 - December 2014

- Received inbound shipments of products using radio frequency scanner
- Accurately recorded product inventory and other required data in computer database
- Expeditiously sorted and stowed products in their appropriate locations using RF scanner
- Consistently achieved productivity and quality standards while abiding by strict safety measures
- Identified potential workplace hazards and took appropriate action to eliminate or reduce risk

Full-Time Parent – February 2004 – March 2013

- Managed household finances
- Performed volunteer work for church, school, and nonprofit

St. Vincent Indianapolis Hospital - Indianapolis, IN

Medical Transcriptionist/Quality Assurance Editor – October 2000 – February 2004

- Transcribed patient health information dictated by physicians and other healthcare professionals: reports included radiology, neurology, vascular studies, and hospital work
- Maintained quality scores of 99.8% or higher
- Meticulously performed scheduled reviews of radiology reports, applying industry-specific standards
- Calculated and scored reports accurately and fairly, using preferred standard quality scoring criteria
- Provided constructive feedback and training to medical transcriptionists, to eliminate errors and build skills

ChartOne, Inc. – Indianapolis, IN

Health Information Specialist – June 2000 – October 2000

- Provided timely and efficient release-of-information services for Indiana University Hospital and Riley Hospital for Children
- Fulfilled written requests for medical records from patients, physicians, insurance companies, schools, government offices, agencies and other institutions according to established guidelines and procedures
- Effectively resolved complex customer issues over telephone and in person

Indiana University Medical Center, Department of Dermatology – Indianapolis, IN

Senior Administrative Assistant – September 1999 – June 2000

- Provided administrative support to department chairman
- Scheduled meetings, appointments, and conference calls
- Composed and distributed emails, letters, memos, meeting minutes, and reports
- Coordinated domestic and international travel arrangements
- Assisted in coordination of dermatology residency program
- Created and maintained department files
- Oversaw office equipment maintenance and repairs, as well as replacement of missing supplies

Adult and Child Mental Health Center, Inc. – Indianapolis, IN

Medical Records Clerk – May 1997 – September 1999

- Prepared charts for new patients
- Maintained patient record database
- Maintained systematic review process of health records
- Monitored and audited records for compliance with review requirements
- Transcribed clinician dictation
- Purchased departmental office supplies

VOLUNTEER:

NAMI (National Alliance on Mental Illness) – Indianapolis, IN

Office Assistant for nonprofit grassroots education and advocacy group - October 2012 - January 2013

Christ the King Catholic School - Indianapolis, IN

Classroom Assistant/Room Parent/Playground Monitor/Girl Scout Troop Assistant - Sept. 2007 – May 2013

MEMBERSHIPS:

American Health Information Management Association – October 2013 - Present

Kappa Kappa Gamma Sorority Alumnae Association – May 1991 - Present