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## **MONIQUE LAJAI NOURSE**

**OBJECTIVE:** To obtain a customer service position within your company that offers continual professional growth as well as providing a challenging working atmosphere.

**SUMMARY OF QUALIFICATION:** In addition to my professional experiences, i also bring certain qualities that are also essentials assist. **Excellent People Skills,** I work very effectively with other people, including my supervisors & co-workers in many different diverse environments. **Persistence,** I follow the most complex projects to completion with all in in sequential order. I require little to no supervision. **Self-Motivation,** I consistently strive to achieve new levels of performance at work & in each project I undertake. **Flexibility,** I adapt to new working environments, procedures, technologies & policies.

### **EXPERIENCE:**

#### **09/10 -12/17 Product Processor-DEA STERICYLE, INC. INDPLS, IN.**

Sort, weigh and scan all returned products contained within the confine of a return. Obtain and verified counts to match my DEA 222 invoice. Entered quantities of material to measure/cont while processing controlled substance & non controlled substance return into the CMS system. General office & clerical support to our team members.

#### **08/06 -09/10 Patient Service Assistant RILEY CHILDREN HOSPITAL INDPLS, IN**

Cleaned & sanitized patients rooms with various supplies & equipment in order to place patients in order to present aesthetically pleasing appearance to enhance bacterial control. Pulled trash in patients rooms, staff area, med room & parent lounge. Passed clean & dirty linen, Ordered & stocked pantry for my patient & there families. Checked & filled all needle boxes, gloves, alcohol hand foam daily. Transported my patient & families to outpatient clinics while in housed at Riley Hospital.

#### **05/04 - 08/06 Claim Specialist UNEMPLOYMENT REVIEW BOARD INDPLS, IN.**

Processed request for the review board and Indiana Court of Appeals. Answered high volume of call from claimant, attorneys, and employers about unemployment questions & procedures. Provided office & clerical support to our staff.

#### **08/02 - 05/04 Intake Specialist/Receptionist CAAP of INDIANAPOLIS INDPLS, IN.**

Greets client & visitors. Checked client in & verified document for assistance. Scheduled/confirmed appts. , answered high volumes of calls & inquires for the Summer Cool/ Winter Energy Assistance Program. Prepared files for the Auditing Department to review & submit funds to clients who qualified for payment towards their utility bills.

**EDUCATION:**

**09/80-05/84 GEORGE WASHINGTON H.S. DIPLOMA INDPLS. IN**

**REFERENCES:**

**AVAILABLE UPON REQUEST.**