

Brenda Watlington

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Work Experience

Scanning/Price Analyst Coordinator

Harris Teeter

June 2004 to Present

Initiate interaction with customers

Assist customers with their shopping needs

Follow up on customer request

Provide the highest level of customer service

Maintain price accuracy, shelf accuracy and accuracy of program standards

Conduct price checks utilizing appropriate technology and scan systems

Coordinate special orders and sales items with management

Ensure proper quantities, cost, retails and maintain vendor error logs

Enforce rules and regulations ordered by Department of Agriculture

Provide assistance to fellow associates

Perform files maintenance audits and ensure the accuracy of percentages scanned

Create, maintain, and enter information into databases.

Operate office equipment, such as fax machines, copiers, or phone systems and arrange for repairs when equipment malfunctions.

Greet visitors or callers and handle their inquiries or direct them to the appropriate persons according to their needs.

Make copies of correspondence or other printed material.

Operate electronic mail systems and coordinate the flow of information, internally or with other organizations.

Establish work procedures or schedules and keep track of the daily work of clerical staff.

Train and assist staff with computer usage.

Pharmacy Technician

Harris Teeter

November 2006 to June 2007

Held responsibility for meeting customer needs

Assisted pharmacist in filling prescriptions

Entered prescriptions into chemical data systems

Ordered, received, and organized products and medications

Assisted customers with placing, refilling and receiving orders

Kept accurate records for department managers and associates

Answered pharmacy customer service system

Accurately and efficiently operated cash registers

Provided various service at pharmacy counter

Maintained security and control of company funds within the pharmacy department

Supply and monitor robotic machines that dispense medicine into containers and label the containers.
Maintain proper storage and security conditions for drugs.
Receive written prescription or refill requests and verify that information is complete and accurate.

Customer Service Clerk

Harris Teeter

May 2004 to November 2006

Responded to customer inquiries efficiently
Fulfilled customer needs and resolved customer complaints professionally
Prepared daily departmental reports for managers and staff
Maintained an active inventory of department supplies and sales
Handled departmental receipt ledgers and accounting systems
Prepared direct deposit forms and maintained the monthly inventory of sales
Organized closing receipts and cash reports
Kept staff abreast of scheduled meetings and trainings
Operated cash registers, data systems and financial management systems
Provided assistance and support to fellow associates daily
Use computers for various applications, such as database management or word processing.
Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals.
Set up and manage paper or electronic filing systems, recording information, updating paperwork, or maintaining documents, such as attendance records, correspondence, or other material.

Operate office equipment, such as fax machines, copiers, or phone systems and arrange for repairs when equipment malfunctions.
Open, read, route, and distribute incoming mail or other materials and answer routine letters.

Computer Operator II

Orkand Corporation

July 2000 to September 2002

Washington, D C

Managed the transferring of data information onto back up tapes for the Department of Labor
Perform data download projects for company archives
Produced corporation reports and correspondents
Monitored and reviewed messages received
Resolved systems errors and complications
Maintained company logs, schedules, and equipment distribution process
Accessed and monitored hard ware and software programs daily
Trained and assisted program users with installation and operation of software
Held responsibility for the overall file maintenance process
Enforced the rules and regulations for the security of the data department
Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals.
Use computers for various applications, such as database management or word processing.
Create, maintain, and enter information into databases.
Operate office equipment, such as fax machines, copiers, or phone systems and arrange for repairs when equipment malfunctions.

Complete forms in accordance with company procedures.
Operate electronic mail systems and coordinate the flow of information, internally or with other organizations.

Data Management Specialist

ACS Government Solutions Group - Alexandria, VA

March 1999 to May 2000

Alexandria, V A

Received and processed incoming files
Prepared files for document imaging and conversion
Converted hard files into electronic files using data and scanning systems
Performed quality inspections of documents scanned into data systems
Edited images using high resolution monitors
Audited images for clarity, contrast, character smudges and legibility
Entered index data from images for identification upon retrieval
Use computers for various applications, such as database management or word processing.
Set up and manage paper or electronic filing systems, recording information, updating paperwork, or maintaining documents, such as attendance records, correspondence, or other material.

Operate office equipment, such as fax machines, copiers, or phone systems and arrange for repairs when equipment malfunctions.

Maintain scheduling and event calendars.

Make copies of correspondence or other printed material.

Locate and attach appropriate files to incoming correspondence requiring replies.

Operate electronic mail systems and coordinate the flow of information, internally or with other organizations.

Education

High School Diploma in General Studies

Spingarn High School

June 1983

Skills

- Medical Records
- English
- Customer Service
- Interviewing
- Medical Billing
- ICD-9
- CPT Coding
- ICD-10
- Medical Collection

- Word Processing
- Medical Coding
- EMR Systems
- Insurance Verification
- Financial Management
- Pricing
- Clerical Experience
- Accounting
- Medical Office Experience
- Hospital Experience
- Medical Scheduling
- Transcription
- Anatomy Knowledge
- Microsoft Excel
- Data entry
- Microsoft Word
- Typing
- Records management
- Documentation review