

Sierra Ivan

Fort Collins, CO 80524

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Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals. To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.

Authorized to work in the US for any employer

Work Experience

Receptionist

Windsor Eye Care - Windsor, CO

Present

- Greeted incoming visitors and customers professionally and provided friendly, knowledgeable assistance.
- Kept reception area clean and neat to give visitors positive first impression.
- Confirmed appointments, communicated with clients and updated client records.
- Answered central telephone system and directed calls accordingly.
- Resolved customer problems and complaints.
- Responded to inquiries from callers seeking information.
- Managed multiple tasks and met time-sensitive deadlines.
- Corresponded with clients through email, telephone or postal mail.

Optician

Americas Best Contacts and Eyeglasses - Fort Collins, CO

2022 to 2022

- Calibrated seg heights, vertex and pupillary distance to customize eyeglass orders and create perfect fit.
- Filed claims with vision and medical insurance companies to garner payment for optical services.
- Suggested optional items such as lens coatings and lightweight lenses to improve patient experience with eyeglasses
- Aided patients in selection of flattering eyeglass frames appropriate for prescription and style preferences.
- Instructed patients on proper insertion, removal and cleaning techniques for contact lenses
- Recorded Type measures accurately and placed orders with eyeglass manufacturers.
- Maintained thorough records of customer information, prepared detailed work payments, processed insurance claims and collected balances from customers.
- Adjusted frames to fit patient faces by bending and shaping with hands, tools and heat.
- Adjusted and repaired new and previously purchased frames to satisfy customer demands.
- Discussed optimal lens, coating and frame recommendations with customers to meet individual needs.
- Helped clients try on and select new frames and recommended lens options to meet specific needs.
- Completed field of vision, OCTs and pachymetry evaluations.

- Completed detailed measurements of client faces to document details such as eye size and optical centers, vertex and pupillary distances and temple length

Licensed Insurance Producer

Aflac - Loveland, CO

2021 to 2022

- I help educate business owners of the value of offering accident, short-term disability cancer, etc.coverage to their employees.
- I assist business owners in saving money on FICA taxes annually by having voluntary employee benefits in place
- Assist current Aflac policyholders with filing claims and answering any questions they have about their policy.

Field Marketer

Renewal by Andersen - Longmont, CO

2020 to 2020

- I was part of a door to door sales team. I would engage with customers, find out issues or complaints they had with their windows, record the data, and schedule an appointment for our foreman to give them a price on replacing windows.
- I would have to use the sales tactics taught in training and the new ones I discovered every day to engage with and convince the customer it would be helpful to have their windows looked at..

Pharmacy technician

CVS Health - Longmont, CO

2019 to 2020

- Greet patients in person and by phone
- Data entry from the prescription into the computer software to be verified by pharmacist
- Counting each medication with speed and accuracy
- I would call patients insurance companies to resolve insurance or billing issues
- I would assist customers with a smile and answer any questions they would have about their medications
- I would follow HIPPA laws for patient privacy
- Contribute to the team to provide the best customer service for each and every patient.

Front of House Staff GSE

Smashburger - Longmont, CO

2017 to 2017

- I was responsible for all front of house duties. These duties included taking guests' orders
- Cash handling and giving them their proper change
- Serving guests food, and operating the to-go station
- I communicated with the kitchen about the orders or changes that needed to be made
- Waited on guests tables and made sure they were fully satisfied with their meals.
- I was also responsible for making sure the restaurant was a presentable dining environment for guests by; bussing tables, cleaning, stocking bathrooms, and picking up trash around the restaurant.

Crew Member

Dairy Queen - Longmont, CO

2016 to 2016

- In my position I was responsible for taking guests orders
- Operating the cash register
- Preparing product (ice cream)
- Serving guests in a timely manner
- Keeping work spaces clean, tidy, sanitized and stocked
- Keeping the guest areas clean and presentable.

Education

High school or equivalent

Niwot High School - Niwot, CO

August 2013 to May 2017

None in Undeclared

Front Range Community College - Longmont, CO

August 2017

Skills

- Customer Service
- Pharmacy
- Customer Service
- Typing
- Word
- Cash Handling
- Door-to-Door Experience
- Pharmacy Technician Experience
- Busser
- Insurance Sales
- Cold Calling
- Marketing

Certifications and Licenses

Licensed Insurance Agent

March 2021 to March 2022

I am Health and Accident licensed for the state of Colorado.

Insurance Producer License

Assessments

Work style: Professionalism — Proficient

February 2022

Tendency to be accountable, professional, open to feedback, and act with integrity at work

Full results: [Proficient](#)

Work style: Conscientiousness — Expert

October 2020

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

Full results: [Expert](#)

Work motivation — Proficient

November 2021

Level of motivation and discipline applied toward work

Full results: [Proficient](#)

Home health aide skills — Proficient

July 2020

Providing care to patients in a home setting

Full results: [Proficient](#)

Attention to detail — Highly Proficient

June 2022

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

Full results: [Highly Proficient](#)

Customer focus & orientation — Expert

May 2022

Responding to customer situations with sensitivity

Full results: [Expert](#)

Customer service — Highly Proficient

July 2020

Identifying and resolving common customer issues

Full results: [Highly Proficient](#)

Receptionist — Proficient

August 2019

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

Full results: [Proficient](#)

Administrative assistant/receptionist — Highly Proficient

July 2021

Using basic scheduling and organizational skills in an office setting

Full results: [Highly Proficient](#)

Dental receptionist skills — Highly Proficient

July 2020

Managing practitioner schedules and maintaining accurate patient records
Full results: [Highly Proficient](#)

Medical receptionist skills — Highly Proficient

July 2020

Managing physician schedules and maintaining accurate patient records
Full results: [Highly Proficient](#)

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