

Joyce A. Horak - Customer Service / Bus Driver
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**Standard Safety Supply
August 2018**

January 2017 -

- Heat Sealed Army surplus bags for waterproofing
- Sealed tags onto Hazardous material suits using Armor Machine.

**Durham School Bus
January 2017**

July 2015 -

- Performed daily bus safety inspections
- Transported Special Ed children from their homes, to school and back.

**Ltd Commodities
December 2014**

August 2014 -

Customer Service Representative (Seasonal)

- Answered and responded to 75-100+ incoming customer telephone calls in a timely and professional manner
- Used the SAP and Sharepoint software programs
- Used Microsoft office and excel programs
- Strove to provide the highest customer satisfaction
- Issued return label letters for items being returned
- Processed returned items
- Handled escalated issues

**Libertyville Vision
August 2014**

February 2014 -

- Greeted patients and pretested patients to be seen by the doctor
- Entered information into patient's file record

- Collected health, allergy and medication history
- Answered phones and set up appointments
- Did filing and other administrative work in the office

**Therapeutic Alternatives
February 2014**

November 2012 -

- Greeted Patients and assisted them with the registration and insurance process
- Collected health, allergy and medication history
- Documented information in patient medical records
- Ordered needed supplies for patient care
- Answered phones, set up appointments, and filed as needed.

**Woodland school dist. 50
November 2012**

November 2011 -

- Performed daily bus safety inspections
- Transported children from their local bus stops to school and from school, and back to their local bus stops.

**Take Care Health Systems
April 2011**

October 2008 -

- Greeted patients and assists them throughout the registration process as needed
- Took patient vital signs
- Collected health, allergy and medication history and documents appropriately in the patient medical record
- Stocked and ordered needed supplies for patient care

**Chelsea & Scott Ltd., Inc.
May 2005**

January 2004 -

- Answered and responded to all incoming customer telephone calls in a timely and professional manner
- Provided the best customer satisfaction
- Assisted in training new employees to improve methods and procedures in order to promote a productive team environment

EDUCATION

College of Lake County: Grayslake, IL

Certified Nursing Assistant

Quality Careers Institute: Buffalo Grove

Certified Ultrasound Sonographer