

JASMINE NICOLE DORMAN

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career objective

Responsible and experienced team leader well-educated in customer service. Highly organized and able to quickly resolve customer service issues in a professional manner. Skilled in leading customer service teams, creating customer service strategies, and providing feedback to improve customer satisfaction.

skills

- Customer Service
- Information Verification
- Word Processing
- Advanced Excel Spreadsheet Functions
- Billing and Filing
- HIPAA Guidelines
- Critical Thinking
- Data Processing
- High Customer Service Standards Adherence
- Clerical Support

experience

Aug 2020 - Present

CUSTOMER SERVICE

Convergent

- Working from home assisting customers with paying bills setting up payment arrangements to avoid disconnection
- Going over bills and answer billing questions
- complete service orders outage orders
- assist customers with starting and stopping and transfer service

Feb 2020 - Jan 2023

CUSTOMER SERVICE AGENT

Arise Work From Home / Key Bank

- Verifying customers and going over account.
- assist with account balances and last transactions
- Handling transactions and disputes

education

May 2011

ADVANCE DIPLOMA

Opelika High School, Southern Union State Community College

NURSING

Southern Union State Community College , Opelika , Al

- Resolve account related issues such as billing, revising fees, payment errors, lost and stolen cards, and light technical support.

Jun 2019 - Nov 2021

TECHNICAL SUPPORT

Arise Work From Home, Comcast

- Assist customers with paying their bill
- View/make changes to their plan
- Troubleshoot devices
- Step by step tv/device repair
- Prompted to Retention Department take supervisor calls when customers escalate the call give special promotions to keep customer from terminating service

Apr 2017 - Jun 2019

PATIENT CARE TECH/UNIT SECRETARY

Piedmont Hospital Atlanta

- Taking on a group of patients with the help of a RN
- Assisting patients with food, baths, bathroom, taking them for walks, getting them dressed, etc
- Help answer call lights, telephones, and bed alarms
- Checking vital signs and blood sugars
- Collecting both urine and stool samples
- Charting on a system called Epic
- Answered telephone, call lights and bed alarms
- Start new charts, breakdown old charts, and print census
- Made and print schedule for upcoming shift
- Stocked supply room
- Put in work orders
- Order any needed supplies or equipment for the unit.

Jan 2015 - Apr 2017

SITTER/ PATIENT TRANSPORTATION

Piedmont Hospital, Atlanta

- Sit in a patient's room and make sure they don't get out of bed and fall or pull

on their IV lines

- Take patients to and from various procedures

Dec 2010 - Jan 2015

MULTI-CARE TECHNICIAN

East Alabama Medical Center

- Performing various tasks under the supervision of a RN such as
- Vital Signs
- Checking/Monitoring Blood glucose
- Drawing Blood
- Collecting urine/stool specimens
- Hemocult stools
- Straining urine
- Assist with activities of daily living
- Attend to toileting and hygiene needs
- Charting using Cerner
- Maintaining charts
- Answering telephones/ Call lights

Jul 2013 - Jan 2015

CASHIER

Shell Gas Station

- Greet customers
- Ring them up for gas and other items in the store
- Empty cash register every three hours
- Stock shelves and freezer
- Track inventory
- Clean bathrooms
- Pull trash at end of shift

certifications

- CPR Certified