

# JESSICA JACKSON

## PERSONAL

**Name**  
Jessica Jackson

**Address**  
788 Josephine Street  
80229 Thornton, Colorado

**Phone number**  
555-123-4567

**Email**  
example@cvmaker.com

## SKILLS

**Customer Service** ● ● ● ● ●

**Communication** ● ● ● ● ●

**Time Management** ● ● ● ● ●

**Microsoft Office Suite** ● ● ● ● ●

**Multitasking** ● ● ● ● ●

**Cloud-Based CRM** ● ● ● ● ●

Charismatic and experienced front desk receptionist seeking to join the team at The Franklin Pediatric Center in Denver, Colorado. Extremely proficient at answering phone calls, email communication, checking in patients, processing insurance co-pays, and scheduling appointments. Adapt at handling customer complaints, conflict resolution, and multitasking. 5 years of experience working without direct supervision, meeting deadlines, organizing files, cloud-based data entry, and Microsoft Office Suite. Always maintains a positive demeanor, along with a welcoming and clean work environment at all times.

## RELEVANT EXPERIENCE

**Front Desk Receptionist** Aug 2019 - Present  
Thornton General Hospital, Thornton, Colorado

Currently serving as a front desk receptionist at Thornton General Hospital. Currently enrolled at the University of Denver, working part-time while I complete my registered nursing degree. Daily duties include:

- Answering telephone calls, and customer emails, and directing inquiries to appropriate departments.
- Scheduling patient appointments using a cloud-based CRM platform.
- Collecting patient insurance co-payments, data entry of patient records, and maintaining HIPAA compliance.

**Receptionist** Jun 2017 - Jul 2019  
Lewis, Jackson, and Jones Attorney's at Law, Denver, Colorado

My first job after graduating from high school was working as a receptionist and office assistant for a law firm in Denver, Colorado. Daily duties and responsibilities include:

- Maintaining a positive demeanor during all customer interactions.
- Answering phone calls from clients, opposing counsel, court personnel, and transferring to appropriate individuals.
- Sign for parcel deliveries, scheduling appointments, and minor filing of legal documents.

## EDUCATION

**High School Diploma** Sep 2014 - Jun 2017  
Davis High School, Northglenn, Colorado

## REFERENCES

**Judy Jacobs** Thornton General Hospital  
On Request

**Jackson McDonald** Lewis, Jackson, and Jones Attorney's at  
On Request

**Dottie Smith** Davis High School  
On Request