

LAQUITA HAYNES

Aurora, IL 60506 |

PROFESSIONAL PROFILE

Experienced customer service Rep with excellent client and project management skills. Action-oriented with strong ability to communicate effectively with technology, executive, and business audiences. I am very talented, dedicated, dependable, reliable and detail-oriented. My ambition is to work in a field where I can utilize my skills and help others.

QUALIFICATIONS

- Strong organizational skills
- Active listening skills
- Sharp problem solver
- Courteous demeanor
- Energetic work attitude
- Data Entry
- Filing
- Microsoft Outlook
- Lotus Notes
- Microsoft Excel
- Organizational Skills
- Email
- Scheduling
- Telephone Skills
- PowerPoint
- Microsoft Word
- 10 key
- Customer Service

RELEVANT EXPERIENCE

Customer Assistance

- Worked with company systems such as web view, Navision and qweep and diligently completed all assigned tasks, working overtime as needed.

Coordinated all department functions for team of 7+ employees. Exemplary customer service and team-player attitude.

EXPERIENCE

08/2008 to Current

Customer service - Client operation

Sims Recycling Solutions — West Chicago, IL

Approve invoices, create AOR, schedule pick-ups, problem solve, send customer certificate of insurance, call customers, fax & place orders, create CSI tags.

06/2003 to 08/2007

Out patient and ER registrar

Glen Oak Hospital — Glendale Heights, IL

Registrar patience for surgery, out patient procedure, and emergency doctors, fax orders to doctors, ER tech, medical billing and coding, schedule appointments, and verified insurance. Cleaned and sterilized instruments and disposed of contaminated supplies. Type death certificates. Escorted patients to examination rooms and prepared them for physician exams.

09/1994 to 05/1998

Dietary Aid & CNA

Marklund Children Home — Bloomingdale, IL

I prepared meal, service patience, cook, wash dishes, clean, bath clients, assist client with daily activities, took patience vital. Supported patients with customized patient teaching tools. Recorded patients' medical history, vital statistics and test results in medical records

EDUCATION

1997

High School Diploma: Science, Social Studies, Math, English, Health,

Glenbard West — Glen Ellyn , IL

College: Medical Billing and Coding

College of Dupage — Lombard , IL

I am working to gain my Associate Degree.

AFFILIATIONS

Volunteer at the Hessed House once a month. I help prepare meals, serve, clean up, and services the people needs.

In the fall I will be volunteering at Elmwood Terrace Nursing and Rehabilitation center in Aurora. Where I will be assisting the elderly with there daily needs.

Currently I am starting a mentoring program for teenage girls. I will be working along side several others women. My goal will be to motivate and get the help the girls need to succeed in life.