

# Jessica Manley

Frankfort, NY 13340

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Authorized to work in the US for any employer

## Work Experience

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### **Medical Assistant**

Schweiger Dermatology Group - Utica, NY

June 2022 to Present

- Prepare exam rooms
- Obtain patients medical history
- Assist providers in surgical procedures
- Scribe the appointment
- Inform patients of biopsy results

### **Senior Living Advisor (REMOTE)**

Brookdale Senior Living - Brentwood, TN

October 2021 to Present

- Maintains customer satisfaction
- Schedules visits for customers with senior living communities
- Performs at top of team for call center metrics

### **Medical Assistant**

CareNow Urgent Care/ HCA Healthcare - Murfreesboro, TN

January 2021 to Present

- Prepare exam rooms
- Control the flow of the center
- Perform urine tests
- Assist providers with procedures
- Review and send scripts to pharmacy

### **Operations Assistant**

Sabin Behavioral Health - Smyrna, TN

January 2020 to March 2020

- Handled incoming calls and other communications
- Organized electronic filing
- Greeted clients and visitors
- Updated paperwork, maintained documents and word processing
- Performed general office clerk duties and errands
- Utilized EMR

### **Direct Support Professional**

Arc Herkimer - Herkimer, NY

June 2018 to August 2019

- Administered medication/g-tube feedings/insulin
- Retrieved vital signs
- Documented information into precision care
- Ordered medication through omni care
- Assisted with personal care as needed
- Reviewed individuals ledger for accuracy

### **Residential Manager**

Arc Herkimer - Herkimer, NY

September 2017 to May 2018

- Conducted interviews for potential employees
- Scheduled staff for shifts
- Attended ISP meetings
- Reviewed residential home's safety log weekly, monthly etc.
- Paid individual's bills

### **Direct Support Professional**

Arc Herkimer - Herkimer, NY

July 2015 to September 2017

- Administered medication/g-tube feedings/insulin
- Retrieved vital signs
- Documented information into precision care
- Ordered medication through omni care
- Assisted with personal care as needed
- Reviewed individuals ledger for accuracy

### **Customer Service/Cashier**

Kmart - Herkimer, NY

August 2014 to July 2015

- Answered phone calls for customer inquiries
- Assisted customers with online orders
- Approved breaks and lunches for cashiers
- Rang up customer orders
- Organized disheveled merchandise during down time

## Education

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### **Associate in Psychology/Human Services**

Mohawk Valley Community College - Utica, NY

2013 to 2014

### **Diploma in General Studies**

Mount Markham High School - West Winfield, NY

2009 to 2013

## Skills

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- Direct Support
- Direct Care
- Disability
- Microsoft Word (4 years)
- Microsoft Powerpoint (4 years)
- Microsoft Outlook (2 years)
- EMR Systems
- Vital Signs
- Medical office experience
- Medical billing

## Certifications and Licenses

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### **First Aid Certification**

### **CPR Certification**

## Assessments

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### **Customer Focus & Orientation — Highly Proficient**

December 2019

Responding to customer situations with sensitivity

Full results: [Highly Proficient](#)

### **Customer Service Fit — Expert**

August 2020

Measures the traits that are important for success for customer service roles

Full results: [Expert](#)

### **Attention to Detail — Expert**

December 2019

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

Full results: [Expert](#)

### **Medical terminology — Expert**

June 2021

Understanding and using medical terminology

Full results: [Expert](#)

### **Attention to detail — Highly Proficient**

January 2021

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

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.