

Toi Cruse

Green Bay, WI 54303

toicruse4_njg@indeedemail.com

312.852.7956

Seeking to function as a Customer/Patient Service Representative in a healthcare company, utilizing immense call center experience, as well as special skills in communication, multi-tasking and time management. An efficient, detail oriented team player with the ability to learn quickly, work independently and achieve company objectives

Work Experience

Certified Nursing Assistant

BELLIN MEMORIAL HOSPITAL - Green Bay, WI

December 2018 to Present

Responsible for aiding the professional staff to provide basic care to patients, as well as assist them in daily activities they might have trouble with on their own, such as bathing, dressing, feeding, turn or reposition patients who are bedridden, examine patients for bruises, blood in urine or other injuries/wounds, answering patient calls

Stower/Process Assistant

AMAZON - Monee, IL

September 2017 to October 2018

Responsible for attending to customer needs and concerns, unloaded delivery trucks to prepare customer packages

Security Officer

AMAZON

September 2017 to October 2018

Responsible for reporting safety concerns, security breaches, and unusual circumstances both verbally and in writing, answer phones or greet guests / employees in a professional and welcoming manner, ensure facility is provided with high quality security services to protect people and property.

Sales Associate

WALMART - Green Bay, WI

October 2016 to July 2017

Responsible for collecting payments by accepting cash, check, or charge payments from customers, making change for cash customers, operating credit card authorization system, balanced cash drawer by counting cash at beginning and end of work shift, greeting customers, locating products, price-checking items, and organizing store shelves and displays, answering customer questions about policies, services, and products.

Customer Service Representative/Phone Interviewer

NORC - Chicago, IL

January 2013 to September 2016

Responsible for interviewing house holds for childhood immunizations, accurately entered data into electronic database, administered carefully developed and field-tested questionnaires to respondents using a computer, conducted phone interviews that are part of a major effort by the federal government to track vaccination rates across the United States. Responsible for greeting guests in a pleasant and upbeat manner, answered telephones and directed callers to appropriate staff. General clerical duties: completing, faxing, copying and documents, developed and maintained filing system, accurately entered data into electronic database

Education

certification

ELLM OUTREACH TRAINING CENTER - Homewood, IL
October 2018

Certificate in Security Officer

Security - Chicago, IL
January 2018 to March 2018

DIPLOMA

BREMEN HIGH SCHOOL - Midlothian, IL
June 2015

Additional Information

SKILLS

- Strong communication and problem solving skills
- Attentive
- Organized

- Attentive
- Advanced computer skills i.e., Microsoft Suite, internet exploration and emailing
- List one of your strengths