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| EDUCATION**Associates of Applied Science Medical Assisting**Daymar CollegeSeptember 2020* BLS Certification, March 2020
* Medical Terminology
* Medical Office Management & Administration
* Anatomy & Physiology
* Allied Health Office Procedures & Administration
* Electronic Medical Records & Reimbursement
* Medical Dictation
* Phlebotomy
* Pharmacology
* Pathophysiology
* Laboratory & Exam Room Procedures
* Cardiac Monitoring Procedures
 | Jasbrine Miller1117 Stillwood Drive, Clarksville TN(931) 338-0897 · jaszy29@gmail.comEXPERIENCE**Tech Coach, Asurion June 2019 - Present*** Answered technical support calls for customers while adhering to specific standards, policies and procedures
* Engaged customers to assess their situation, wants, and needs in order to recommend proper products and actions
* Accurately documented, researched and resolved customer service issues
* Provided a pleasant customer interaction and maintained call control by using communication tactics like – empathy, positive inflection and tone
* Managed customer calls effectively and efficiently in a complex, fast-paced and challenging call center environment
* Accessed and notated customer information in multiple databases to find the correct information and input data

**Direct Support Professional, Sunrise Community June 2017 – July 2019*** Assisting with personal care, which may include bathroom functions, bathing, grooming, dressing, and eating
* Following a prescribed healthcare plan, which may include assisting with exercise and administering medication
* Providing emotional support and encouragement to perform necessary tasks
* Providing mobility assistance may be required, for example helping the client in and out of bed, a chair, or a wheelchair
* Monitoring and reporting changes in health, behavior, and needs
* Take and record vital signs in patient charts, insuring accuracy

VOLUNTEER EXPERIENCE**Election Inspector, Christian County - Kentucky 2020*** Guided voters on how to operate voting booths & assisted disabled/elderly voters in
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