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| EDUCATION **Associates of Applied Science Medical Assisting** Daymar College September 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 Miller 1117 Stillwood Drive, Clarksville TN (931) 338-0897 · jaszy29@gmail.com    EXPERIENCE  **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 |