

Jill Kimmes

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Effective customer service representative and nurse with years of experience assisting customers using active listening and customer needs assessment to offer targeted solutions. Consistently friendly and professional when handling diverse customer needs in high-volume call center environments. Smoothly manage workflow and optimize team strengths to meet service quotas.

Work Experience

Site Supervisor

Rhino Medical - Superior, WI

November 2020 to Present

Site supervisor for surge COVID 19 testing at University of Wisconsin campuses. Supervised and performed rapid antigen and PCR testing for community members, staff and students. Assisted with registration process, testing and results of COVID 19 testing. Worked with faculty and departments of health regarding results and further testing. Supervised a team of 10 staff. Assisted with scheduling and pay for team members.

Customer Service Representative

Guardian Pest Solutions - Superior, WI

February 2020 to Present

Informed customers about billing procedures, processed payments and provided payment option setup assistance.

Asked probing questions to determine service needs and accurately input information into electronic systems.

Assessed customer needs and upsold products and services to maximize [Type] sales.

Assisted approximately 100 customers each day with product and service questions.

Set up and activated customer accounts to maintain QA satisfaction levels.

Fielded customer complaints and queries, fast-tracking them for problem resolution.

Documented conversations with customers to track requests, problems and solutions.

Escalated customer concerns, store issues and inventory requirements to supervisors.

Created and implemented process improvements to reduce workloads and bolster callback efficiency.

De-escalated problematic customer concerns, maintaining calm, friendly demeanor.

Worked with director and office manager to develop customer service improvement initiatives.

Cultivated impactful relationships with customers and drove business development by delivering product knowledge.

Reviewed account and service histories to identify trends and issues.

Answered 150 inbound calls per day and directed to designated individuals or departments.

Delivered service and support to each customer, paving way for future business opportunities.

Licensed Practical Nurse

Superior Health and Rehabilitation - Superior, WI

February 2020 to October 2020

Researched and studied client diagnoses to identify care needs, effectively contributed to nursing plan developments and facilitated patient education.

Documented patient intake and dietary requirements, also assisting with feeding and monitoring.

Examined and addressed lacerations, contusions and physical symptoms to assess and prioritize need for further attention.

Responded to patient alarms and needs-assessment requests to identify course of treatment.

Collected biological specimens and packages for laboratory transport to complete diagnostic tests.

Promoted patient satisfaction by assisting with daily living needs such as bathing, dressing, toileting and exercising.

Documented patient intake information, including medical histories, current symptoms and vitals such as height and weight.

Delivered high-quality direct and indirect nursing care to up to [Number] patients per day.

Assisted physicians with conducting examinations and patient scans during diagnostic processes.

Guaranteed exceptional care quality by correctly administering medication, inserting and caring for catheters, dressing and changing wounds and assisting with personal hygiene.

Collected and documented vital signs to track current patient conditions.

Answered patient and family questions to educate on optimal treatment procedures.

Worked with healthcare team, including social workers, physical therapists and speech therapists, to assess patient needs, plan and adjust plans of care and actualize nursing interventions to promote and restore patient health.

Followed rehabilitation and treatment care plans to accelerate patient recovery, minimize pain and optimize patient outcomes.

Counseled clients, patients and families and provided emotional and psychosocial support.

Education

Associate of Science in Nursing

Lake Superior College - Duluth, MN

January 2011

Skills

- Report creation
- Medication Administration
- Nursing
- Vital Signs
- Experience Administering Injections
- Laboratory Experience
- Tube Feeding
- Hospice Care
- Office Management

Certifications and Licenses

First Aid Certification

CPR Certification

LPN