

# Hope Jordan

Montgomery, AL 36116

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A committed healthcare professional looking to successfully assist an organization with my knowledge and skillset. An emotionally strong person with determination, initiative, and empathy.

Authorized to work in the US for any employer

## Work Experience

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### **Assistant Property Manager**

Foshee Management Company-Montgomery, AL

2020 to Present

Customers service, Sales , Marketing and Assistant Property Manager

### **Customer Service Associate**

BELKocovc-Montgomery, AL

October 2020 to February 2021

Customer service Associate

### **Patient Registration Specialist**

Regional Medical CNT

August 2017 to October 2019

- Completed daily operations to ensure proper admittance and discharge of patients
- Ensure 100% regulatory compliance through knowledge of HIPAA and other regulations
- As a care provider assisted with functions under the direction of the registered nurse

### **Personal Care Assistant**

Country Place Senior Living

May 2015 to September 2015

- Provide both personal and companion care to Seniors
- Engage and enhance the quality of Seniors while in my care through ADLS

### **Dental Assistant**

Fort Deposit Dental Center

August 2007 to November 2011

Clerical duties including; scheduling appointments, answering phones, greeting patients, organizing and maintaining medical forms, and managing the flow of business in a healthcare setting.

- Verifying the accuracy of medical records and insurance information of patients for claims.

## Education

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### **High school or equivalent**

### **High school diploma or GED**

## Skills

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- - Goal orientated
- Strong communication skills
- Excellent at multitasking -Self motivated -Extensive experience in clerical work -Comprehensive knowledge of Microsoft Programs
- Clerical
- Word
- Scheduling
- Outlook
- EMR
- Excel
- Management Experience
- Caregiving
- Office Experience
- Microsoft Word
- Customer Service
- Microsoft Office
- Microsoft Outlook
- Dental Assisting
- Insurance Verification
- HIPAA
- Infection Control Training
- Medical Scheduling
- Dentrix
- Medical Records
- Medical Office Experience
- Phone Etiquette
- Medical Billing
- Chairside Assisting
- Dental Receptionist
- Nursing
- Medical Terminology
- Vital Signs
- Nursing

- Dental office experience
- Front desk
- Documentation review
- Administrative experience
- Typing
- Microsoft Access
- Property leasing
- Fair Housing regulations
- Property management
- Patient monitoring
- Windows
- Filing
- Customer support
- Multi-line phone systems
- Patient care
- Customer service
- Home care
- Recruiting
- Sales
- Experience with children
- Data collection
- Medicare
- Cashiering
- Business development
- Yardi
- OneSite
- Negotiation
- Customer retention
- Human resources
- Serving
- Cash handling
- Telemarketing
- Computer hardware
- Hospitality
- Medical collection
- Warehouse experience
- Laboratory experience
- Medical receptionist
- Phlebotomy
- Memory care

- Cleaning
- Residential cleaning
- Restaurant experience
- Resident's rights
- Retail sales
- Leadership
- QuickBooks
- Office Management
- Computer skills
- Organizational skills
- Personal assistant experience
- Analysis skills
- EHR systems
- Employee relations
- Lawson
- Marketing
- Computer skills
- Outpatient
- Customer service
- Typing
- Care plans
- Sales
- Accounting
- Marketing
- Google Suite
- Negotiation
- Sales
- Negotiation
- Customer service
- Computer skills
- Medical terminology
- Phone etiquette
- Cash register
- Cash handling
- POS

## Certifications and Licenses

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**driver's license**

**CPR Certification**

**First Aid Certification**

**CNA**

**BLS Certification**

**State Tested Nursing Assistant**

**Certified Dental Assistant**

**Registered Dental Assistant**

**Driver's License**

## Assessments

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### **Administrative support professional fit — Proficient**

September 2020

Measures the traits that are important for successful administrative support professionals

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.