

Elise Wada

OBJECTIVE

- Seeking a position as a Medical Front Office Receptionist that utilizes my recently upgraded skills

PROFILE

- Completing Medical Front Office Receptionist program
- Successfully completed Microsoft Office Suite 2013 program
- Proficient in MS Office, medical data programs, and spreadsheets
- Over four years' experience as a licensed massage therapist
- Knowledge of medical terminology
- Understanding of confidentiality laws and regulations
- Friendly and personable nature with patients, visitors, and all medical staff

SKILLS

Medical Terminology	Word	Communication Skills
Telephone Reception	Excel	Customer Service
Scheduling	PowerPoint	Keyboarding 35 wpm

EXPERIENCE

Massage Therapist, Massage Envy, Pleasant Hill, California 2009–2013

- Performed consecutive 50-minute quality massage therapy sessions
- Designed specific sessions based on client's individual needs
- Promoted the health and wellness benefits of regular massage therapy to clients
- Created excellent experience for members and guest through friendly and helpful attitude

Team Member, Jo-Ann's Superstore, Concord, California 2008–2009

- Provided professional customer service using the F.A.S.T. Service Model
- Escorted customers to product locations
- Engaged customer and asked open ended questions to learn about customer project and product needs
- Assisted customers to compute fabric measurements at the cutting counter, measured and cut fabric in accordance with customer requirements

Sales Associate, Sear's, Home and Fashion Department, Concord, California 2007–2008

- Provided knowledgeable and courteous customer service
- Attained personal sales goals through adherence to the customer enthusiasm selling process
- Maximized selling potential of every transaction by add-on sales in order to increase revenue
- Performed multiple duties, including, but not limited to stocking, signing, merchandising, shipping and receiving, and inventory control

EDUCATION

Martinez Adult Education, Martinez, California 2015

Program Certificates:

- Microsoft Office Suite 2013 (Word, Excel, PowerPoint, Access, and Outlook)
- Medical Front Office Receptionist (to be completed Fall 2015)

Western Career College, Pleasant Hill, California 2009

- Massage Therapist Certificate
- Dean's List and President's List