

EMILY PALMER

129 County Road 460, Jonesboro, AR 72404 | H: 870-897-5993 | C: 870-897-5993 |
Emily.palmer53@gmail.com

SUMMARY

Energetic Administrative Assistant with 6 years experience in high-level executive support roles. Receptionist who answers a high volume of incoming calls while handling in-person inquiries from clients and colleagues. Flexible and hardworking with the drive to succeed. Dedicated and focused Administrative Assistant who excels at prioritizing, completing multiple tasks simultaneously and following through to achieve project goals. Seeking a role of increased responsibility and authority.

HIGHLIGHTS

- Time management
- Self-directed
- Meticulous attention to detail
- Microsoft Office proficiency
- Professional and mature
- Dedicated team player
- Medical terminology
- Schedule management
- Detailed meeting minutes
- Meeting planning
- Proofreading
- Strong problem solver
- Excel spreadsheets
- Resourceful
- Understands grammar
- Report writing

ACCOMPLISHMENTS

Increased office organization by developing more efficient filing system and customer database protocols. Received a merit raise for strong attention to detail, exemplary customer service and team-player attitude. Successfully planned and executed corporate meetings, lunches and special events for groups of 18 employees.

EXPERIENCE

05/2011 to 03/2013 Administrative Assistant
ACS VA Clinic – Jonesboro, AR

Managed the receptionist area, including greeting visitors and responding to telephone and in-person requests for information. Drafted meeting agendas, supplied advance materials and executed follow-up for meetings and team conferences. Maintained the front desk and reception area in a neat and organized fashion. Wrote reports and correspondence from dictation and handwritten notes. Dispersed incoming mail to correct recipients throughout the office. Supplied key cards and building access to employees and visitors. Made copies, sent faxes and handled all incoming and outgoing correspondence. Organized files, developed spreadsheets, faxed reports and scanned documents. Managed the day-to-day calendar for the company's senior

director. Properly routed agreements, contracts and invoices through the signature process. Received and distributed faxes and mail in a timely manner. Received and screened a high volume of internal and external communications, including email and mail. Managed daily office operations and maintenance of equipment.

06/2010 to 05/2011 CNA, PCA, Unit Sec

Health South Rehab Hospital – Jonesboro, AR

Developed patient care plans, including assessments, evaluations, and nursing diagnoses. Helped physicians examine and treat patients by assisting with instruments, injections and suture removal. Supported patients with customized patient teaching tools. Frequently commended for maintaining the safety, respect and dignity of residents.

Recorded patients' medical history, vital statistics and test results in medical records. Escorted patients to examination rooms and prepared them for physician exams. Ensured HIPAA compliance. Educated patients about their treatments. Maintained patient privacy and confidential patient information. Measured urine specimens and delivered them to the laboratory. Provided caring companionship to elderly and developmentally disabled patients.

05/2006 to 06/2010 CNA, PCA, Unit Sec

Nea Baptist Hospital – Jonesboro, AR

Recorded patients' medical history, vital statistics and test results in medical records. Assisted patients with healing and recovery after surgery. Treated patients with strokes, head traumas, comas and intracranial hematomas. Evaluated patient care needs, prioritized treatment and maintained patient flow. Took and recorded patients' temperature, pulse and blood pressure. Obtained vitals for a floor of 25 patients per shift. Provided quality nursing care in accordance with resident care policies and procedures. Partnered with team of Registered Nurses to ensure over all well-being of all patients. Coordinated with doctors and registered nurses to develop care plans for patients. Interviewed patients to obtain medical information and measure their vital signs, weight and height. Maintained patient charts and confidential files.

EDUCATION

Bachelor of Science: Nursing

ASU Jonesboro – Jonesboro, AR, Craighead