**[Customer Service Office Manager](https://www.postjobfree.com/resume/ad26uc/customer-service-office-fort-washington)**

**Location:**Fort Washington, MD

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**Resume:**

LEDONNE M. SIMMONS

12608 Mac Duff Drive Ft. Washington, MD 20744 (202)631-2199 lmsimmonss@yahoo.com

EMPLOYMENT

Personal Care Giver

Private Duty 2019-2021

•Aided with medical need, finding the specific need of the person and how those needs will be addressed.

•Assisted with basic needs providing help with bathing and general support.

•Supplied housekeeping, monitoring of medication and performance of person, companionship, preparation of meals and a care plan.

UBER/LYFT Technologies

Driver

2016-2018

•Earned a “Five Star” Rating by providing exceptional customer service.

•Tasks Include managing fares, navigating during heavy traffic, and maintaining customer satisfaction.

•Maintained clean vehicle and a professional appearance.

Temporary Gift Shop Clerk

Architect of the Capitol/ Capitol Visitor Center, Washington DC 2014-2016

•Assisting customers as needed with exceptional customer service, while maintaining store quality through various tasks in a prompt manner

•Maintained acute awareness of products.

•Assured stock levels on the sales floor are maintained at all times.

•Attended store meetings.

•Assisted in preparing store physical records.

•Operated cash register (POS)

Office Manager/Bookkeeper

Teamsters Local Union 96/Washington, DC/Suitland, MD 2002- 2012

•Uploaded updates for CBS (Computerized Bookkeeping System) to database for the office

•Processed daily accounts payable and receivables and the reconciled bank statements, and check writing.

•Performed Data entry for the TITAN system.

•Performed procurement of supplies and Union paraphernalia from various vendors

•Served as a point of contact for scheduling and coordinating meetings.

•Processed incoming and outgoing correspondence.

•Scheduled appointments and let Union know members regarding individual grievance hearings.

•Prepared monthly Trustee Reports and composed correspondence including letters, meeting notices and memorandum.

•Exercised independent judgment to complete assignments.

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Patient Services Specialist

George Washington Medical Faculty Associates/Washington, DC 03/2002-05/2002

•Successfully used automated system to registered patients for hospital admitting and medical appointments

•Verified insurance and updated physical and financial information.

•Supplied instructions for completing forms, reviewing account status, and collected payment information.

•Respects and supports patient privacy and dignity. Adheres to HIPAA law.

Client Services Assistant

Food and Friends/ Washington, DC

05/2001-10/2001

•Contacted client for food delivery program.

•Delivered the first meal and provided orientation for the food service program.

•Worked with diverse populations, (clients with HIV/AIDS and Cancer)

•Served as a liaison between client’s and upper-level management.

•Maintains patient privacy and dignity and respect.

Office Manager/Medical Assistant

Total Health Family Clinic/Landover, MD 1997-1999

•Served as primary contact between physician and patients for independent chiropractic and medical practitioners.

•Managed office operations including scheduling of appointments and medical billing.

•Monitored patient vital signs and documented results.

•Promoted to Office Manager in approximately six months.

•Coordinated and processed insurance payments in a prompt and efficient manner

Office Manager/Dental Assistant

Dr. Carole Weekes/Washington, DC

06/1996-09/1997

•Served as primary contact between physician and patients for independent medical practitioners.

•Managed office operations including scheduling of appointments and medical billing.

•Coordinated and processed insurance payments in a prompt and efficient manner

•Assisted dentist with general procedures and provided superior chair-side assistance.

Front Desk Agent

The Grand Hyatt/Washington, DC 03/1996- 04/1996

•Answer customer calls and public inquiries, complete guest registration cards, assigned and determined room • accommodations and special requests.

•Processed credit cards, checks and accepted cash payments for hotel accommodations.

Independent Distributor

Herbal-Life

1994-1996

Presented information and demonstrated benefits of vitamins and supplements for the promotion of weight loss and good health.

Processed clients’ orders and delivered products to their homes.

LEDONNE M. SIMMONS

Customer Service Sales Representative

The Hertz Corporation/Arlington, VA

10/1977- 12/1994

•Developed and implemented strategies to streamline difficult tasks.

•Served as a liaison between customers and management by providing a smooth check-in and departure process.

•Increased sales by 35% by outlining various features which included the optional services.

•Instrumental with starting an added service for preferred rental car customers titled #1 Gold Service at Washington-National Airport

•Received an outstanding service award.

•Maintained quality service during several phases of business expansion, assisting with continued company growth and profitability.

EDUCATION AND AWARDS

• University of Maryland, College Park, MD - Psychology (2022-Ongoing)

• Mount Vernon College, Washington, DC - Interior Design and Fashion Merchandising

• ACT College, Arlington, VA - Medical Assisting, CPR and Phlebotomy • Morristown-Beard School Diploma

• Job Related Training:

o Education to Go, Online Education

o Professional Certification:

o Medical Assistant/Phlebotomy and CPR

o Grant Writing - certificate 24 hours of training o Medical Coder - certificate 24 hours of training

• The Training Source, Inc. Seat Pleasant, Maryland

• Office Automation Certificate (Microsoft Windows XP and Word XP)

• Hertz - Heart Award

• Rewards Program:

o Selling high percentage of optional services, which included, collision damage waiver, personal property insurance