

# JOHN T.Y. BOAKAI

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## PROFILE:

- Objective is to pursue my career in the healthcare field, as it has always been my dream or passion.
- Evidence is my recent achievement of obtaining a Masters in healthcare Administration from Walden University.
- 20 years of experience in the customer's services.
- Hard working, results-oriented, disciplined, punctual and consistently meets deadlines.
- Respectful, friendly, enjoys diverse people, outgoing and can inspire others.
- Positive, willing to learn, patient, determined and a team player
- Well-organized, self-motivated, and productive individual.

## OFFICE SKILLS

Microsoft Windows 2000/XP	Microsoft Word	Microsoft Excel
Microsoft Access	Power Point	Typing: 25 to 30 wpm
Internet Explorer/Internet Research	Data Entry	
Filing/ Record keeping	Message taking/ Phone taking	

## WORK EXPERIENCE

### **Online banker at Bank of the west part time 01/2019- present**

- Warmly speak to customers and help customers with account information and transaction history
- Downloadable account overview, available in PDF format
- Customizable account names
- Take customers online payments including currency conversion
- Payment templates
- Invoice payments including regular payments of e-bills
- Regular payments
- Ordering, blocking, unblocking, and closing of payment cards
- SMS bank activation, control, and settings
- Loan applications
- Savings accounts and term deposits
- Online orders and notices to bank
- Securities operations

### **Sterile Processing Technician (CSPD) Sanford Hospital 6/2018 to present**

- Decontaminates and sterilizes instruments, medical supplies and equipment.
- Assembles, wraps and sterilizes trays of instruments. Follows proper Standard.
- Precautions while in decontamination and sterilization areas.

- Monitors biological and chemical wash solution to ensure quality and consistency for decontamination of instruments and medical equipment.
- Sorts mismatched sets of instruments, trays, and medical equipment and makes them available to sterile processing customers in a timely manner.
- Restocks, labels, and maintains inventory, submits requisitions, collects and distributes instruments, trays, crash carts, and facility medical equipment.
- Performs environmental maintenance duties and assists in maintaining inventory levels in sterile processing, the operating room, and in equipment storage areas.
- Verifies that equipment functions properly, requisitions for equipment maintenance, repair or replacement, and removes defective equipment.
- Maintains a clean work area
- Assists with maintaining established departmental policies and procedures, objectives, and quality improvement, safety, and environmental and infection control standards.
- Communicates appropriately using good interpersonal skills

**Cashier Petro Stopping center Part time Fargo ND 08/2018 to 01/2019**

- Engages in friendly conversation with customers in the line while serving them.
- Fills the customer's request in a friendly prompt and accurate manner and help them by suggesting popular items and up selling items to purchase.
- Accurately and efficiently operate cash registers
- Operate bar code scanning equipment
- Ensure that there is sufficient cash in the cash drawer
- Maintain correct cash balances at cash registers
- Ask for a form of identification as needed when purchasing certain items
- Process payments made with cash, checks, credit cards, and debit cards
- Provide change if necessary when checks are cashed
- Process returns and exchanges
- Be aware of all promotions and advertisements that affect product prices
- Maintain a clean checkout area
- Communicate company policies and procedures to customers
- Gift wrap customer purchases as requested
- Answer customer questions
- Answer customers phone calls and redirect them to the appropriate department when needed.

**Custodian at Fargo Public (South High School) 4/2018**

- Sweep, mop, vacuum, scrub, and refinish floors; clean, dust and polish furniture; wash windows and walls; clean restrooms; dispose of rubbish, change lights, etc.; make certain all areas of the building are kept in a clean, sanitary and orderly condition according to industry and/or district standards.
- Pick up litter within the schools and on school grounds.
- Assure safety during inclement weather to including shoveling, salting, providing slip protection on wet floors, securing against wind damage, snow removal from roofs,

remove debris from down spouts when clogged, etc.

- Applies cleaning chemicals according to established safety procedures.
- Adheres to safety measures for cleaning, lifting, moving, and operating equipment.
- Performs minor repair and maintenance as authorized by district maintenance staff.
- Removes extraneous dirt/markings from interior and exterior vertical/horizontal surfaces (walls, doors, etc.).
- Advise building principal/Maintenance Department on matters relating to mechanical equipment and/or building maintenance.
- Performs minor painting to walls, rails, playgrounds and other areas of the school.
- Keeps all equipment in a good state of repair and cleanliness.

**Production Associate Integrity Windows and Doors** **10/2016 to 1/2018**

- Perform repetitive assembly tasks using hand and power tools, and automated equipment to build and produce high quality window products.
- Retrieve parts from green racks according to the pick list or motion devices and deliver to the line. Report defective parts or questionable conditions to the Supervisor.
- Perform light fabrication (drill holes, measure, cut, saw) to facilitate product sub-assembly.
- Slide, lay, snap, crank or otherwise assemble materials to produce sub-assembly or finished product.
- Notify Supervisor of any mechanical or material issues.

**Production Associate Dakota Molding** **5/2016**

- Check if the products are mark with appropriate date.
- Check all products for company mark defect.
- Perform some basic math work
- Perform an hourly check of product for proper length and size.
- Make sure all products are clean before putting them in the craft for shipment
- Check and make sure for the proper quantity of each craft, print and attach a libel.
- Perform other duties when needed.

**SERVICE ADVISER US Bank** **2//2016**

- Receive inbound calls including transferred sales leads and calls from current and potential customers.
- Place outbound follow up calls to sales leads and persuade potential customers to complete and submit an application.
- Answer questions about the product details the company and issues with account for the customers
- Assist customers with any technical issues experienced with website and escalate any issues to management appropriately
- Perform basic account maintenance activites.
- Meet quality assurance requirements and other key performance metrics.

**Pultrusion Inspector    Tecton                      Fargo ND                      4/2015 to 2/2016**

- Log in your computer and received order from your supervisor
- Gets a print of the profile working with for proper monitoring of your assigned line.
- Inspect all product coming out of the production machine make sure they meet the quality of the customers.
- Check if the parts are mark with appropriate date.
- Check all parts for company mark defect.
- Perform some basic math work
- Perform an hourly check of parts for proper length and size.
- Make sure all parts are clean before putting them in the craft for shipment
- Check and make sure for the proper quantity of each craft, print and attach a libel.

**Presently been promoted and under training as Pultrusion Operator under training (BPO)**

**Market Place Cashier**

**Sugarhouse Casino**

**10/2014 to 3/2015**

- Engages in friendly conversation with customers in the line while taking their orders
- Fills the customer's request in a friendly prompt and accurate manner and help them by suggesting popular items and up selling items to purchase.
- Operates cash register following established cash handling procedures
- Service beverage orders including alcoholic beverages in accordance to PGCB regulations
- Cleans and stocks food prepares, dining area and work stations.
- Keeps a clean and organized work area in customers view
- Ability to do basic math calculations
- Ability to stand on their feet for extended periods of time
- Performs all duties as assigned

**EVS Attendant**

**Sugarhouse Casino**

**3/2014 to 10/2014**

**1080 N Delaware Ave Philadelphia 19125**

- Cleans and polishes lighting fixtures, TV's, marble surfaces, windows, trim, ceiling vents and fans.
- Cleans rooms, hallways, lobbies, lounges, rest rooms, corridors, elevators, stairways, offices and other work areas.  
Sweeps, scrubs, waxes, and polishes floor.
- Cleans rugs, carpets, upholstered furniture, and draperies.
- Dusts furniture and equipment.
- Polishes metalwork.
- Washes walls, ceiling, and woodwork.
- Washes windows, door panels, and sills.
- Empties wastebaskets and empties and cleans ashtrays.
- Transports trash, waste and recyclable materials to disposal area.
- Replenishes bathroom supplies.

- Transports small equipment or tools between departments.
- Other duties may be assigned.

***Banquet houseman***

Hilton Hotel, City line.Ave.

- Clean and vacuum the floor Philadelphia 4/2013 to 3/2014
- Clean the windows, and walls
- Do set up for the programs
- Maintain all equipment in used by the banquet houseman.
- Perform other duties assigned to me by the boss.

***Security officer***

St Moritz Security Service

Philadelphia 3/2013

- Guard and protect property assigned with while on duty
- Make report to the supervisor after duty
- Perform other duties assigned to me by the boss.

***Personnel Analyst***

Ministry of Finance

Monrovia, Liberia

11/2011 to 01/2013

- Checked the qualifications of prospective employees.
- Formed part of the interview panel.
- Capture and maintain all employees' information on the database.
- Make sure all new employees received their require benefits.
- Keep track of all contract and consultant's information as instructed by Human Resource Director.
- Keep record of all medical leaves, pension employees and maintain other employee's confidential information.
- Performed other duties as required.

**Customer Service, Patient Access Representative John F Kennedy Medical hospital Monrovia, Liberia 10/2007 to 11/2011**

- Greets patients and their caregivers and records pertinent information into a computer database
- Records insurance information and obtains pre-approval for treatment if needed
- Relays information between patients and other staff members, and provides them with updates as needed
- Prioritizes the order of care so that the most critical patients are seen first
- Keeps paper and electronic medical records, and updates these records as needed
- Provides information to insurance companies in order to assist with billing
- Assists patients during checkout, and ensures they have post-treatment instructions if required
- Refers individuals to outside agencies when unable to meet their needs
- Calculates payment information, accepts funds, and credits accounts accordingly
- Perform other duties as require.

**EDUCATION**

Walden University MHA Healthcare Administration	Online Program	2019
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African Methodist Episcopal Zion University Bachelor Science, Public Administration Major and Sociology Minor	Monrovia, Liberia	2011
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ACCREDITED BY WORLD EDUCATIONAL SERVICE  
64 BEAVER ST. # 146  
NEW YORK, NY 10004 USA.

Carver Mission Academy High School Diploma and West African Examination Council Certificate (WAEC)	Monrovia, Liberia	2006
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**SKILLS/TRAINING/CERTIFICATIONS**

Jevs earn center job training two months	Philadelphia Pa.	3/2013
Computer Basic Training Diploma	Monrovia, Liberia	2007