

# RESUMEDS

8888 Alvarado Street, Los Angeles, California 90026 234.567.8888 contact@resumeds.com



## EMERGENCY MEDICAL TECHNICIAN (EMT) – BASIC

*Compassionate and reliable professional with proven excellence in various studies of the human body, emergency response, obstetrics, soft tissue injury, shock, bleeding, infants and children, and pharmaceuticals. Sharply focused and committed to maintaining the highest level of service at all times while ensuring safe and effective use of medications.*

### CORE COMPETENCIES

- ⇒ Proven skills in airway management, patient assessment, Cardiopulmonary Resuscitation (CPR), Automated External Defibrillator (AED), ventilation, bandaging, controlled bleeding, respiratory emergencies, and poisoning or overdose.
- ⇒ Demonstrated ability to establish productive relationships with doctors, nurses, patients, customers, and other healthcare professionals.
- ⇒ Hands-on leadership skills, along with capability to work with a team and to utilize skills as an EMT.
- ⇒ Comprehension in handling new products, and how they work during endoscopic procedures.
- ⇒ Great combination of communication, interpersonal, and organizational skills.
- ⇒ Technical proficiency with Microsoft Office, SAP, Quarks, Salesforce, Mac OS, Sheriff's Information Reporting System (SIRS), and Apple iWorks.

### CREDENTIALS

National Registry of Emergency Medical Technicians (NREMT) Licensure - Nov 2011

Massachusetts Certified Emergency Medical Technician (EMT)-Basic – Oct 2011

#### American Heart Association

- Certified in Automated External Defibrillator (AED) - Year
- First Responder, First Aid Certified - Nov 2008
- Cardiopulmonary Resuscitation (CPR) Certified - Jun 2001

#### Action Ambulance, EMT School, Wilmington, MA

- National Accredited EMT Course | 150 hours - 2001

### WORK CHRONOLOGY

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#### CUSTOMER SERVICE STAFF

APR 2009–PRESENT

- ❑ Directly communicate with health care professionals and gain comprehension on medical devices, providing revenue growth to achieve monthly quota.
- ❑ Utilize familiarization with diverse patient perspective to face challenges and provide effective solutions.
- ❑ Maintain over 99.6% satisfaction on annual reviews for three consecutive years.
- ❑ Monitor the processing of orders, which include handling phone calls, faxes, emails, and other electronic orders for endoscopy surgical devices from hospitals, surgery centers, sales representatives and hospital buyers, nurses, and physicians.
- ❑ Prepare reports for back orders in the inventory and present promotions for certain amounts of product.
- ❑ Actively respond to various medical emergencies in the office.
- ❑ Coordinate with two offices in Andover, consisting of approximately 500 people in the main office and 150 to 200 people in the second office for Human Resource and Accounting.

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#### SUPERVISOR OFFICER (PART-TIME)

MAR 2009–MONTH 2010

- ❑ Rendered expert supervision to National Grid accounts as well as to security officers.
- ❑ Guaranteed strict compliance with security and safety protocols.
- ❑ Participated in securing National Grid sites.

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#### RESERVE CORRECTIONS OFFICER

OCT 2008–FEB 2009

- ❑ Assumed the responsibility of first responder and worked in the infirmary.
- ❑ Provided assistance in cleaning or placing bandages on wounds as well as taking down notes and statements.

### INTERNSHIP

**Intern (5-month program)** – ResuMeds, Los Angeles, CA - 1999–2000

### EDUCATION

**Bachelor of Arts in English** – University of Massachusetts, Amherst School of English, Amherst, MA - 1999

**Associate's Degree** - University of Hartford, West Hartford, CT - 1994

### ACTIVITIES

Technical Support - ResuMeds, Los Angeles, CA - 2001–2002

- Comcast Awardee

Manager - ResuMeds, Los Angeles, | Kwons Taekwondo Academy

- 3rd Degree Black Belt in Taekwondo; - 1<sup>st</sup> Degree Black Belt in Hokwondo