

# JYNSEN HENRY

Customer Service... Communication... Teamwork...

## CONTACT



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McDonough, GA 30253

## CREDENTIALS

### Business Administration

Broward Community College -  
Coconut Creek, FL | 2013-2015

### Medical Billing and Insurance

#### Coding

United Education Institute -  
Morrow, GA 2010-2011

*Certifications: HIPAA, CPR, Medcin,  
Medisoft*

### Youth Development Coordinator

US Department of Labor  
Apprenticeship - Stone Mountain,  
GA | 2005-2007

## AREAS OF EXPERTISE

- Payment Processing
- Inventory Management
- Team Building & Leadership
- Project Management
- Program Management
- Grant Writing
- Community Engagement
- Microsoft Office
- Records Maintenance
- Office Management
- Accounts Receivable
- Salesforce
- HubSpot
- Payroll
- Scheduling
- Data Entry
- Business Organizing
- Constant Contact
- Web Design
- Referrals and Authorizations
- Medical Terminology
- Insurance Billing
- HIPAA

## PROFILE SUMMARY

Target-oriented retail sales professional with solid track record of exceeding sales targets. Leverages finely-honed interpersonal, customer services, and project management skills, able to work with team and increase profitability in achieving corporate goals and objectives. Adept at communicating in a clear and concise manner over email, phone, and in person meetings; maintaining professional presence in all situations. Proven record of building productive trust relationships with customers to ensure the retained business. A customer service-oriented individual who handles complaints and problems in a proactive manner to ensure repeat business opportunities.

## SUMMARY OF QUALIFICATIONS

- Strong retail sales experience and customer relationship development
- Proven record of driving profitable sales through promotions and merchandise display
- Known for exceeding store sales goals collaboratively
- Proficient in building exceptional customer experiences through engagement, positive attitude, and great service
- Strong communication, interpersonal, and math skills
- Thorough knowledge of sales principles and stock taking
- Comprehensive knowledge of basic Microsoft Office programs like word processor, spreadsheet and outlook
- Professional, friendly, and helping attitude

## PROFESSIONAL EXPERIENCE

### Henry Gary Solutions LLC – Tampa, FL | 2017 – Present

#### Freelance Project Manager

- Responsible for planning, executing, and closing Projects — defining the project, establishing scope, deliverables, and milestones, building comprehensive plans, and meeting budgets & deadline or adjusting them as appropriate
- Manage teams, facilitate commitment & productivity and motivated team members
- Evaluate businesses and finding opportunities to increase ROI

### Fort Lauderdale Community Center – Fort Lauderdale, FL | 2011 – 2018

#### Program Manager

- Presented with the Ruth Prescott award for outstanding community service
- Coordinated the organization's projects and fulfillment of the mission
- Supervised and organized activities and ensured that project goals aligned with the company's objectives while helping to make sure programs and projects were funded
- Worked across agencies and with various organizations to serve the community including the county police department, The National Urban League, college student associations, local schools, the district school systems, YMCA, department of parks and rec, municipalities, local government members, Department of Juvenile Justice, local businesses, etc.

### Royal American Management – Fort Lauderdale, FL | 2016 – 2017

#### Leasing Consultant

- Set a record for advertising, screening, and leasing over 100 units in 3 months with two staff members, both in new positions
- Managed a high paced application process for an aggressive deadline

- Assisted the property manager in managing resident's needs, paying bills, collecting rents, and acquiring and managing vendors

#### **Retail Associate**

##### **Ross Dress for Less – Coral Springs, FL | 2013 – 2014**

- Buddy Trainer- trainer of new associates
- Maintained good quality customer service and a clean work area at all times
- Operated cash register and ensured proper merchandise presentation
- Served customers by helping them select products.
- Drove sales through engagement of customers, suggestive selling, and sharing product knowledge.
- Greeted and received customers in a welcoming manner.
- Responded to customers' questions.

##### **America's Best Contacts and Eyeglasses – Margate, FL | 2012 – 2013**

#### **Receptionist/Optometric Tech**

- Received an award for outstanding customer service
- Trained dozens of receptionists for opening stores
- Supported my team and customers in a high paced environment by providing high quality efficiency
- Cross-trained on all duties except those of the doctor

##### **J&J Family Dentistry – Atlanta, GA | 2010 - 2011**

#### **Dental Billing Specialist/Front Desk**

- Recovered thousands of dollars from "no pay" EOBs through follow-up and appeals
- Verified dental benefits, received and posted payments, scheduled appointments, recovered unpaid claims, rectified outstanding accounts, and submitted clean claims
- Installed, set-up, and trained staff on new electronic dental claims submission software

##### **Advanced Career Training – Morrow, GA | 2009**

#### **Financial Planning Officer**

- Explained FAFSA, government aid, loans, and all student responsibilities
- Collected and maintained confidential student documentation
- Completed training from USA Funds and followed up with delinquent students to avoid default

##### **Stone Mountain Community Center – Stone Mountain, GA | 2008**

#### **Donations Coordinator**

- Researched and cultivated relationships with individual and corporate donors and community agencies for the solicitation of in-kind goods and monetary donations
- Completed donation paperwork for donors and worked with clients to ensure the proper processing of donations
- Built relationships with community members and leaders that resulted in in-kind donations

##### **IOG Community Youth Vocational Center – Stone Mountain, GA | 2002 – 2007**

#### **Office Administrator/Apprentice**

- Checked students in and out for summer and after-school programs; greeted parents, students, and visitors; answered phones and provided general information
- Maintained student files; managed accounts; generated collection letters and other notices as needed; proofread; sorted mail; processed payroll; maintained books; supervised office helper
- Youth Development Practitioner Certification