

# Andrea Conley

Southfield, MI 48033

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I am looking for the opportunity to grow.

I try to learn new things all the time

I have proven success from prior work experiences.

Authorized to work in the US for any employer

## Work Experience

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### **Voice Over Artist**

Work From Home - Remote

January 2022 to Present

Editorial, editing, photography, proofreading, audio, creating intros for channels, commercials, narrator, & broadcasting, singer, customer service, advice, vlogger, research, tech support microsoft, excel, microsoft outlook, technology

### **Home Health Aide**

HomeCare.com

January 2017 to Present

- ❖ Provide patients with help moving in and out of beds, baths, wheelchairs, or automobiles and with dressing and grooming.
- ❖ Care for patients by changing bed linens, washing and cleaning, or assisting with their personal care and feeding.
- ❖ Entertain, converse with patients to keep them mentally healthy and alert.
- ❖ Take care patients, care for patients.

### **Call Center Representative**

InfoCision - Remote

October 2021 to December 2022

- Work with some of the nation's top companies, including Comcast, St. Jude Medical Research Hospital, and the National Rifle Association
- Work in a blended inbound/outbound call center environment
- Raise funds, provide customer service, take orders & sell products and services to our customers

### **Intake Coordinator/Administrative Assistant**

Priority Home Health Care, Inc - Southfield, MI

June 2021 to September 2022

- Responsible for medical record processing including scanning and attaching documents to patient charts found in EMR.
- Data entry and file maintenance.
- Answering telephone calls, providing information to potential caregivers and clients, solving problems for current caregivers and clients.

- Making phone calls to caregivers, insurance agencies and other relevant parties to obtain needed information.
- Maintain front desk, greet and assist visitors with positive attitude.
- Screen potential caregivers and schedule interviews.
- Produce copies of required forms and communications and stock forms and communication appropriate areas.
- Perform word processing tasks; compose documents, spreadsheets and presentations as directed.

### **Application Customer Service Representative**

Willis Towers Watson - Remote

July 2021 to July 2022

- Set up client appointments
- Performed customer service surveys
- Answered general questions
- Assisted customers with a warm and professional attitude
- Provided policy and service information
- Managed client records
- Resolved customer information and complaints
- Handled online orders and credit card transactions

### **Care Manager**

Sunrise Senior Living - Detroit, MI

May 2019 to August 2020

- Working in a facility taking care of resident's.
- Meal planning and preparation
- Medication reminder
- Light housekeeping
- Mental Stimulation
- Moral Support
- Personal Care - bathing, dressing, feeding, toileting, transfer and assistance with ambulation

### **Child Care Assistant**

Precious Footsteps - Southfield, MI

October 2016 to July 2017

- ❖ Teach children their basic skills such as ABC's and letter recognition numbers and shapes teach them how to read & write.
- ❖ Teach them personal hygiene & Instruct preschool-aged children in activities designed social physical, and intellectual growth needed for primary school in preschool or daycare center.

### **Cashier**

Walmart - Roseville, MI

January 2014 to December 2016

- ❖ Cashier accepting credit, cash and coupons, placed orders for customers.
- ❖ May use electronic scanners, cash registers, or related equipment.
- ❖ May process credit or debit card transactions and validate checks

## Education

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### **High School Diploma**

Taft High School - Ferndale, MI

February 2009 to June 2012

## Skills

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- Retail Cashier (4 years)
- Clerical Experience (4 years)
- Organizational Skills
- Acting (10+ years)
- Office Administration
- Caregiving (7 years)
- Customer service
- Proofreading
- Telemarketing
- Photography

## Certifications and Licenses

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**CNA**