

Leah Jones

Career Opportunity

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Professional Summary

To secure a position in a reputable organization to expand my learning, knowledge, skills. Secure a responsible career opportunity to fully utilize my training and skills.

Willing to relocate: Anywhere

Work Experience

Mechanic and Sealer

Spirit AeroSystems-Wichita, KS

November 2022 to December 2024

Adding on protection pieces to the FEEAD Door and the front Wheel Well of the nose of a 787 with sealant to parts to skin to fasteners to washers and bolts. Drill holes, sand down, countersink, while cleaning with a 11-7 chemical liquid that protects the unit while cleaning.

Logistics Coordinator

King of Freight-Wichita, KS

May 2022 to October 2022

Providing in and outbound pick up and delivery services in the US and Canada.

Administrative Assistant/Front Desk Receptionist

Reeds Cove Health and Rehab-Wichita, KS

November 2021 to February 2022

- Ensure proper and adequate documentation practices for corporate documents, records, and reports.
- Professional interaction with residents and families as a representative of the company and the executives.
- Open, sort, and distribute incoming correspondence including faxes and email.
- Sort, scan, and file invoices and receipts. Find missing receipts for mid month and end of month.
- Drop off delivery.
- Answer multiple phone lines.
- Ran background checks and sort employee folders.
- Assist with AMS.
- Organization for leadership.

Appfolio and Shared Accounts (Remote)

Five Star Call Centers-Wichita, KS

September 2020 to August 2021

- Answer inbound calls for emergency maintenance request for commercial/residential by entering work orders in the system for dispatching.

- Handle inbound calls on Death Certificates, pensions, disability, peak pure and natural supplements, coolibar, and many other accounts.

Phlebotomist

Ascension-Wichita, KS

March 2020 to May 2020

- I was responsible for checking in outpatients.
- Drawing blood.
- Receiving and collecting samples in the laboratory for St. Joseph and St. Francis.
- Scanned PKU and lab orders.

Covid was overwhelming and I stayed with my elderly father at the time. Had to leave and stay home taking care of him.

Education

BA not completed in Business Management

University Of Phoenix - Wichita, KS

January 2011 to May 2012

Certificate in Massage Therapy

Heritage College - Wichita, KS

April 2009 to May 2010

Diploma

Heights High School - Wichita, KS

2002 to 2006

Skills

- Epic
- Typing (10+ years)
- Organizational Skills (10+ years)
- Medical office experience
- Clerical Experience
- Computer Skills (10+ years)
- EMR systems
- Assistant Management (2 years)
- Phlebotomy
- Sales Experience (5 years)
- Account Management (5 years)
- Office Management
- Medical Records
- Hotel Experience (2 years)
- Packaging

- Front desk
- Pension
- Machining
- Warehouse experience
- Laboratory Experience
- Payroll (2 years)
- Microsoft Powerpoint (10+ years)
- Hand tools
- Microsoft Word (10+ years)
- Customer Service
- SharePoint
- Help desk
- Anatomy knowledge
- Death Certificates
- Marketing
- Data Entry
- Training (7 years)
- Experience Administering Injections
- Human Resources (2 years)
- Receptionist (7 years)
- Triage
- Administrative Assistant (Less than 1 year)
- Multi-line Phone Systems
- Order Entry
- High-end sales
- Specimen collection / processing
- Microsoft Office (9 years)
- Mechanical knowledge
- Patient Care
- Logistics
- Customer support
- Venipuncture
- Telemarketing
- Supervising (3 years)
- Microsoft Outlook (9 years)
- Phone Etiquette (10+ years)
- Cruise Agent (1 year)
- Front Desk (7 years)

Certifications and Licenses

WorkKeys

April 2018 to Present

Passed

Massage Therapy

April 2009 to Present

Assessments

Customer service — Proficient

October 2021

Identifying and resolving common customer issues

Full results: [Proficient](#)

Customer focus & orientation — Proficient

September 2021

Responding to customer situations with sensitivity

Full results: [Proficient](#)

Call center customer service — Completed

September 2021

Demonstrating customer service skills in a call center setting

Full results: [Completed](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

At Azamara, I stayed top 5 in revenue. Always showed improvements with my skills and numbers. Quality calls range from 80% to 100% even at Starwood Hotels and Resorts.

Communicate effectively with customers and management

Gained leadership ability during employee shortages.

Organizational, clerical and comfortable computer navigation

Energetic, typing skills, able to acquire new knowledge