ROBERT SMITH

Health Care Specialist/Security Guard

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Over 15 years of customer service experience in high volume customer service call center environments for large healthcare and insurance provider as well as with Fortune 500 financial institutions. Provided information to potential customers regarding insurance policies offered. Verified confidential information prior to releasing information regarding account information Navigated through multiple screens in order to access customers; account information, company benefits, balances, eligibility, etc.

EXPERIENCE

Health Care Specialist/Security Guard

ABC Corporation - AUGUST 2007 – AUGUST 2013

- Administered emergency medical treatment to battlefield casualties.
- Assisted with outpatient and inpatient care and treatment.
- Interviewed patients and recorded their medical histories.
- Recorded patients temperature, pulse and blood pressure.
- Prepared blood samples for laboratory analysis.
- Maintained health records and assured clinical files were up-to-date.
- Prepared patients, operating rooms, equipment and supplies for surgery.

Health Care Specialist

US Army - 2003 – 2007

- Fort Campbell KY April 2014- Present Experienced in the prevention and treatment of disease and injury, while assisting health care professionals.
- Served as a Health Care Specialist, rendering emergency medical treatment in a clinical and field setting.
- Administered immunizations and started intravenous infusions (IV) under challenging field conditions.
- Provided education, training, and conducted emergency medical procedures instructed to 600 people.
- Led a treatment team of eight people while performing administrative duties and bedside manner.
- Conducted patient education for medications.
- Maintained medication cabinet by organizing and determining if any medications are expired..

EDUCATION

- Associates of Science - (Patrick Henry Community College - Martinsville, VA)

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SKILLS

NREMT-B, CPR/AED.