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E D U C A T I O N

Licensed Esthetician
Certified Nurse Aide Certificate
High School Diploma

William Edge Institute, July 2021 – January 2022
Victoria College, January 2012 – May 2012
Gonzales High School, August 2008– May 2012

S K I L L S

- Bilingual (*English/Spanish*)
- Problem Solving
- Critical Thinking
- Written Communication
- Data Entry
- Customer Service
- Prior Authorization
- Medical Office Administration
- Insurance Verification
- Certified Lash Artist
- Social Media & Marketing skills
- Learn 2 Serve Certificate

E X P E R I E N C E

Kueen Esthetique – Licensed Esthetician/Certified Lash Artist, Seguin TX, April 2022 – *Present*

- Active Esthetics license in Texas
- Prior eyelash extension experience
- Customer service oriented with excellent communication skills
- Well organized, detail oriented and artistic
- Reliable with a consistent work record
- Initiates self-learning
- Perform high quality services – eyelash extensions: Classic and Volume

Martika Spa & Beauty – Licensed Esthetician/Certified Lash Artist, Schertz TX, March 2022 – *Present*

- Active Esthetics license in Texas
- Prior eyelash extension experience
- Customer service oriented with excellent communication skills
- Well organized, detail oriented and artistic
- Reliable with a consistent work record
- Initiates self-learning
- Perform high quality services – eyelash extensions, tints, lash/brow lifts, & wax
- Helps and educates the clients about their skincare needs
- Perform full body waxing services

Baptist Emergency Hospital – Certified Nurse Aide, Schertz, TX, July 2015 – *Present*

- Demonstrate sound knowledge of safety and accident prevention
- Communicate effectively with residents and families; exercise tact in resolving problems concerning resident care
- Performed clerical duties for the unit such as typing documents, filing, faxing, and answering multi- phone lines
- Schedule tests or procedures for patients, such as lab work or x-rays, based on physician orders
- Insurance authorization reviews

- Maintained and updated insurance information for all patient files
- Communicate effectively with insurance companies, providers, pharmacies, and patients regarding prior authorizations
- Create admission records with patient information
- Schedule patient appointments and transportation
- Discharge and label patient records

American Airlines – Customer Service Agent, San Antonio, TX, June 2019 – August 2021

- Answered inquiries regarding luggage and freight shipments
- Assisted travelers with luggage and on-boarding check-in
- Helped the airline staff members for safe and consistent operations.
- Adhered to TSA and FAA regulations, resulting in superior safety of passengers and personnel.

Children's Methodist Hospital – Hospital Unit Clerk, San Antonio, TX, June 2015 – March 2017

- Monitored pediatric patients in different departments and reinforced safety policies and procedures to safeguard children.
- Maintained and updated insurance information for all patient files
- Communicate effectively with insurance companies, providers, pharmacies, and patients regarding prior authorizations
- Performed clerical duties for the unit such as typing documents, filing, faxing, and answering multi- phone lines
- Maintained open lines of communication with parents to inform them of their child's progress and behavior, or changes in policies and procedure.
- Fostered meaningful relationships with hospital staff and parents to promote program and organizational missions
- Facilitated day-to-day administrative functions

Metropolitan Methodist Hospital – Hospital Unit Clerk, San Antonio, TX, September 2014 – June 2015

- Demonstrate sound knowledge of safety and accident prevention
- Communicate effectively with residents and families; exercise tact in resolving problems concerning resident care
- Performed clerical duties for the unit such as typing documents, filing, faxing, and answering multi- phone lines
- Schedule tests or procedures for patients, such as lab work or x-rays, based on physician orders
- Insurance authorization reviews
- Create admission records with patient information
- Schedule patient appointments and transportation
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Walmart – Sales Associate, Gonzales, TX, March 2011 – August 2014

- Excelled within a service-oriented company, demonstrating a talent for communicating effectively with customers
- Responded to telephone inquiries by providing quality service to customers and associates.
- Strived for quick complaint resolution; commended by supervisor for the ability to resolve problems on the first call and avoid escalation of issues.
- Performed daily department tasks including stocking, creating merchandise displays, remerchandising, pricing markdowns, transferring merchandise, inventory control, and processing transactions.