

Channell Lamerdin

Chicago, IL 60641

Channellelloyd97@gmail.com

847-863-7129

Authorized to work in the US for any employer

Work Experience

Licensed Nail Technician

ChaNails Studio LLC - Chicago, IL

February 2021 to Present

- Maintain a clean and sanitary work environment at all times.
- Aim to provide clients with the best customer service possible.
- Utilize advanced technical skills to achieve beautiful manicures, pedicures and nail enhancements
- Perform Nail and Hand Rejuvenation treatments
- Apply my knowledge of hand and foot anatomy to enhance the massage experience during service
- Keep current with the laws and updates by continuing education and license renewal
- Keep updated with the new trends/designs
- Balance and document all transactions and business expenses

Patient Service Representative

Northwestern Medicine - Chicago, IL

July 2020 to January 2021

Support medical clinics throughout Northwestern Medicine, Communicates with patients and guests including greeting them upon arrival, confirming identity and providing necessary information related to their visit, Completes check-in/out functions as directed, Obtains patient consents/authorizations, Collects co-payments, past due balances and point of service payments, process billing information and perform "end of day" cash drawer closing, call patients to assist with scheduling, rescheduling and covered screening, maintain a clean and comfortable waiting area for all visitors

Hospital Operator

NorthShore University HealthSystem - Evanston, IL

June 2019 to January 2021

Reporting any malfunctioning or discrepancies in telecommunication network and get the system repaired

Provide information to clients and customers as per their requests and made certain their queries and issues are resolved satisfactorily

Transferred calls to the concerned doctors, lab assistants, etc., in case of specific inquiries

Answered inquiries pertaining to the patients admitted to the hospital, their room numbers, duration and discharge dates

Answer all code calls and reach out to correct team for response

Operate hospital PA system for paging making announcements etc

Sales Associate

7 Eleven - Skokie, IL

October 2018 to June 2019

Maintain friendly customer service and accuracy at point of sale
Operate lottery systems efficiently, Maintain cleanliness and safety throughout the store, Follow all OSHA laws when preparing food, Balance and deposit all money at end of shift

ED Unit Secretary

Weiss Memorial Hospital

January 2018 to September 2018

Answer and direct phone calls taking detailed messages when necessary
Make direct calls to outside doctors, nursing facilities, hospitals and other healthcare for communication with our doctors
Perform clerical work such as typing documents printing copying faxing etc.
Discharge patient charts in MS4 & Midas systems
Collect charts and organize them for management pickup
Order patient beds and all transport orders (Specimen collection, X-rays, blood test, etc)

Dietary Aid

Weiss Memorial Hospital - Chicago, IL

December 2017 to January 2018

Create and maintain correct diet orders based on patients diet
Help prepare and deliver patient meals to designated room with accuracy and in a timely manner
Follow all OSHA safety when preparing and delivering meals

Lead sales associate

Dollar General - Burlington, IA

August 2015 to November 2017

Engage with customers on feedback
Create sales tags and set up end caps
Physical count of the store inventory
Scan and verify vendor shipment and truck drop off
Balance money at closing and drop off at the bank

Part time team member

Pizza Hut - Chicago, IL

June 2014 to August 2015

Multitasked in dining, cashiering and maintenance throughout the restaurant. Served quality food and established growth as a prep cook Proceeding with training as a delivery driver

Education

Nursing

Southeastern Community College

2015 to 2016

Diploma

Roosevelt High School - Chicago, IL

2012 to 2015

Skills

- 40 wpm (2 years)
- Cash handling (8 years)
- Data entry (3 years)
- Customer Service
- Customer Support
- Telecommunication
- Dietary Aide Experience
- Epic
- EMR Systems
- Hospital Experience
- Insurance Verification
- Medical Terminology
- Medical Scheduling
- Medical Records
- Medical Office Experience
- Computer Operation

Assessments

Attention to detail — Highly Proficient

May 2020

Identifying differences in materials, following instructions, and detecting details among distracting information.

Full results: [Highly Proficient](#)

Verbal communication — Proficient

May 2020

Speaking clearly, correctly, and concisely

Full results: [Proficient](#)

Customer focus & orientation — Highly Proficient

February 2021

Responding to customer situations with sensitivity

Full results: [Highly Proficient](#)

Administrative assistant/receptionist — Highly Proficient

February 2021

Using basic scheduling and organizational skills in an office setting

Full results: [Highly Proficient](#)

Work style: Reliability — Proficient

February 2021

Tendency to be dependable and come to work

Full results: [Proficient](#)

Customer service — Highly Proficient

February 2021

Identifying and resolving common customer issues

Full results: [Highly Proficient](#)

Receptionist — Proficient

May 2020

Using basic scheduling, attention to detail, and organizational skills in an office setting.

Full results: [Proficient](#)

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