

# Amanda Chapman

Barnegat, NJ

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A hard working professional who obtained HS degree and AS from Brookdale CC in criminal justice. Started working at 16 as a lifeguard with certification in CPR, first aide, and boating safety. Then moved into the Hospitality industry working as waitress, bartender, hotel reception(seasonal), and reception/supervisor at a car lot; including all paperwork, bookkeeping, and sales. Experience in Management at Mollie Ryans public house in Staten Island NY. Great with working with people; have a positive attitude and can solve problems on my own, very reliable; always show up, and fill in if needed.

Items not listed on resume include secondary jobs such as helping run pizzeria which included deliveries, front counter, opening/closing,paying employees and counting out register. Experience in cleaning, child care, and as a hostess. As well as years spent working in different areas of construction and as a plumbers helper. Which also included some secretarial duties including scheduling/ finding jobs, dropping off permits, and writing up contracts.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### **Medical Receptionist/Customer Service/ Tech**

Eyes On 9 - Township of Howell, NJ

December 2021 to Present

- Pre screen patients using auto refractor and optos machines
- Answer high call volume
- Schedule appointments
- Check patients in and out
- Schedule appointments/ answer any other questions
- Contact lenses orders
- Verify insurance
- Answer text messages
- Let customers know when glasses or contacts are ready for pick up
- Collect payments
- Send insurance forms to billing
- Organize doctors day/ print out letters for each patient
- Find files for patients not in computer systems
- Assist doctors when needed
- Keep clear communication with doctors/ relay patients concerns
- Confirm prescriptions for outside orders
- Fax or email personal prescriptions needed
- Handle patients concerns and resolve matters
- Keep thing organized running smoothly

## **Bookkeeper/Administrative Assistant**

Charlroy Motel - Seaside Park, NJ

March 2022 to August 2022

- Quick books (many aspects)
- Quartile taxes
- Account payable/ account receivable
- Reconciliations
- Payroll
- Front desk twice week which included:
- Check in/out
- Payment
- Check in paperwork
- Resolve issues
- Reservations
- Guess services
- Answer emails and phones
- Keep track of stock/orders
- Flex keeping
- Cloud beds
- Open and close lobby
- Make quest stay enjoyable/give recommendations

## **Construction/ Plumber helper**

APW - New Jersey

March 2022

- Scheduling
- Finding jobs
- Writing up contracts and proposals
- Dropping off permits
- Onsite work
- Service calls
- New homes
- Existing homes
- Changing/ fixing fixtures
- Hot water heater swap outs
- Natural gas lines

This is on an as needed basis and am looking for something more reliable/stable

## **Server**

The Cabin Restaurant - Freehold, NJ

February 2020 to March 2020

Serve customers in best possible manner, attend to all needs. When opening restaurant arrive early to prep for the day, set up dining areas. Prepare for special events by arranging and setting up room for parties.

- Handled money
- Handled 6+ tables at a time
- Took food and drink orders
- Checked on guests frequently

- Served meals
- Greeted guests

### **Server/Cashier**

Broadway bar and grill - Point Pleasant, NJ  
July 2018 to November 2019

Serve food and drinks, take payments, prep, clean, and stock.

- Worked at a bar and restaurant
- Handled 8-12 tables at a time
- Greeted customers
- Took food and drink orders
- Served meals
- Checked on guests frequently
- Bussed tables
- Handled money
- Swept, mopped, and prepared for customers

### **Server/Cashier**

IHOP - Township of Howell, NJ  
March 2018 to September 2019

Open/close, serve, payments, prep, clean, and stock.

Worked in howell from March 2018- July 2018 left for new job.

Was contacted July 2019 for new store under different owner opening in Wall worked there until September 2019.

### **Mangement/server/bartender**

Mollie Ryans Public house - Staten Island, NY  
December 2012 to January 2018

Responsible for open/close, counting out registers, securing money, schedule, ordering receiving stock, some hiring, Also filled in as server/bartender as needed.

### **Reception/Sales/Supervisor**

Mantoloking Motors Car Lot - Lakewood, NJ  
October 2008 to October 2012

Learned bookkeeping, sales, handled phones, took payments, wrote up sales contracts. Supervised mechanic and sales.

### **Server**

Stafford diner - Manahawkin, NJ  
February 2009 to September 2009

Went back to work from November 2012 to July 2013. Learned better problem solving, people skills, prep, cleaning, and opening/closing.

### **Dietary Aide**

Rose Garden Nursing and Rehabilitation Center - Toms River, NJ  
September 2006 to December 2008

Worked in kitchen and dining room; prep, serve, cleaning, and delivering meals and snacks. Loved working with residents and helping to make their day a little brighter.

## **Lifeguard/Swim Instructor**

Camp Sacajawea - Township of Howell, NJ

April 2005 to August 2006

Trained and certified in lifeguard, CPR, first aide and boating safety. Watched pool, taught swim lessons, and boating skills and safety on lake. Also called in for private girl scout groups to take on boating trip; great with any age level.

## Education

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### **Associate in Criminal Justice**

Brookdale Community College - Lincroft, NJ

September 2007 to May 2010

## Skills

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- Dietary Aide Experience
- Swimming
- Lifeguard
- Restaurant experience
- Childcare
- Caregiving
- Experience with children
- Computer skills
- Food service
- Front desk
- Microsoft Office
- Cleaning
- Hotel experience
- Customer service
- Sales
- Supervising experience
- Office experience
- Cash handling
- Optical experience
- Microsoft Excel
- Microsoft Word
- Information management
- Microsoft Powerpoint
- Typing
- Medical Receptionist
- Medical Scheduling

- Insurance Verification
- Proposal Writing
- Optical experience
- Pre screen patients
- Optos
- Computer literacy
- Data collection
- Medical Office Experience
- Medical Records
- Data Entry
- Administrative experience
- Communication skills
- Documentation review
- QuickBooks
- Serving Experience
- Filing
- Phone etiquette
- Customer service
- Schedule management
- Leadership
- Management
- Quality Assurance
- Personal assistant experience
- Banking
- Organizational skills
- Bookkeeping
- Help Desk
- Clerical Experience
- HIPAA
- EHR systems
- Accounts Payable
- Accounts Receivable

## Certifications and Licenses

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**ServSafe**

**CPR/First Aid**

**Lifeguard**

**Boating safety**

## **NYC SORA**

### **Food Handler Certification**

### **Driver's License**

### **CNA**

## Assessments

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### **Attention to detail — Proficient**

March 2022

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

Full results: [Proficient](#)

### **Customer service — Proficient**

October 2023

Identifying and resolving common customer issues

Full results: [Proficient](#)

### **Sales skills — Proficient**

August 2023

Influencing and negotiating with customers

Full results: [Proficient](#)

### **Customer focus & orientation — Proficient**

April 2022

Responding to customer situations with sensitivity

Full results: [Proficient](#)

### **Administrative assistant/receptionist — Proficient**

March 2022

Using basic scheduling and organizational skills in an office setting

Full results: [Proficient](#)

### **Work motivation — Proficient**

October 2023

Level of motivation and discipline applied toward work

Full results: [Proficient](#)

### **Customer service — Proficient**

April 2022

Identifying and resolving common customer issues

Full results: [Proficient](#)

### **Legal skills — Proficient**

October 2023

Supporting legal procedures, preparing documents, doing research, and collecting client information in a legal setting

Full results: [Proficient](#)

**Data entry: Attention to detail — Proficient**

October 2023

Maintaining data integrity by detecting errors

Full results: [Proficient](#)

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