Denise M. Bell

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OBJECTIVE\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

To obtain a position using my skills that was acquired during my educational experience and throughout my work history.

EDUCATION \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 **Bachelors of Arts in Political Science**

 Miles College-Fairfield, AL

 Graduation Date: May 5, 2005

 **Associates of Applied Science in Legal Assistant**

 Virginia College at Birmingham

 Graduation Date: April 15, 2001

 EXPERIENCE\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**10/2019-Present Grandview Medical Center Birmingham, AL**

**Patient Care Secretary**

* Provide a variety of administrative duties including but not limited to: answering phones; faxing; data entry; medical records and filing of confidential documents; basic Internet and email utilization
* Provide excellent customer service to all internal and external customers
* Efficient in communication and organization skills with the ability to transition and manage a constantly changing environment

**12/14-8/18 Jefferson Blount Shelby Mental Health Authority Birmingham, AL Mental Health Technician**

* Assisted consumers with Daily Living Skills
* Taught consumers appropriate social skills and how to maintain social skills with their peers, staff, and throughout the community.
* Implemented goals to the consumer’s Individualized Service Plan
* Assisted consumers with Medication Administration
* Provided accurate progress notes and billed Medicaid according to the services provide

**03/12-10/14** **Walmart Gardendale, AL**

**Customer Service Manager**

* Training Staff in providing excellent Customer Service  Supervising the Customer Service Team
* Provided Mentorship to new Customer Service Employees and provided assistance on an as needed basis.
* Implementing customer service standards, policies and procedures for the organization or department.

SKILLS AND CERTIFICATION\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Microsoft Office (Word, Excel, Access, PP) Planning and Organizing

Types 60 Certified in CPR

Critical Thinking skills Certified in Crisis Prevention

Appointment setting skills Problem Solver