

# Monyette Armstrong

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Employment Candidate looking to obtain a position as a team player in a people oriented organization where I can maximize my customer service experience in a challenging environment to achieve the corporate goals.

## Work Experience

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### **Sterile Processing Technician**

UAB Hospital - Birmingham, AL

June 2022 to Present

- Provide services to any area that requires re-processing of sterile instrumentation.
- Clean, assemble and sterilize instrument sets for surgery.
- Assemble and organize case carts for surgery.
- Stock supplies and perform biological testing of sterilizers.
- Operate all sterilization equipment.

### **Sterile Processing Quality Coordinator**

Tenet Healthcare - Birmingham, AL

June 2018 to Present

- Verified the quality and accuracy of work produce by sterile processing technicians.
- Reported the status of the department at the end of shift.
- Identified and reported supply, equipment, and procedure problems to the sterile processing supervisor or manager.

### **Sterile Processing Technician**

IMS/STERIS - Birmingham, AL

August 2011 to May 2018

- Acted as a liaison between the Women and Children Center staff to ensure timely distribution and reprocessing of surgical instrumentation.
- Supported daily operations of all activities that related to the reprocessing of reusable medical supplies and instrumentation including: decontamination, cleaning, assembly, wrapping, sterilization and storage processes within all set professional standards and regulations.
- Communicated in a professional manner to all hospital staff and company employees.

### **Customer Service Representative**

Staffmark - Birmingham, AL

September 2008 to May 2010

- Performed customer verifications
- Processed orders, forms, applications and requests
- Obtained and evaluated all relevant information to handle inquiries and complaints
- Managed customers' accounts

- Kept records of customer interactions and transactions
- Communicated and coordinated with internal departments

### **Administrative Assistant**

E-staff - Birmingham, AL

August 2007 to August 2008

- Handled payment processing in the consumer loans department
- Made adjustments to loan accounts
- Handled inquiries from branch personnel pertaining to document adjustments

### **Customer Service Representative**

Teletech - Fairfield, AL

September 2005 to July 2007

- Assisted customers with registration and selection of Medicare part-d coverage plans
- Ensured patients medications qualified for plan coverage
- Contacted pharmacies to override clauses in coverage

## Education

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### **Associate's degree in Sociology**

Lawson State Community College - Birmingham, AL

January 2022 to Present

### **Certificate**

Jeremiah's Hope Academy - Birmingham, AL

January 2010 to May 2011

## Skills

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- Administrative and Leadership skills