

## Nicole Teeple-Shead

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**Objective:** Secure employment/Apprenticeship in a funeral home that has room for growth

### **Summary of qualifications**

8+ years' experience providing outstanding customer service  
7+ years Administrative Assistance experience  
Organized, quick learner and able to multi task effectively  
Able to work independently or with others

### **Skills and Experience**

Professionally and politely managed a multi-line switchboard  
Knowledgeable in Funeral services  
Performed data entry / invoiced clients  
Proficient in the use of various office equipment  
Maintained office files and correspondence  
Knowledgeable of HIPPA law  
Assisted/set up of Funerals  
Knowledge of Eclipse system/EHR/EMR  
Scheduled Appointments  
Verified insurance  
Maintained high level of confidentiality  
Excellent Customer service skills  
Maintained excellent filing system  
Assisted with lab work  
Assisted Doctor/CNA when needed  
Knowledgeable in medical terminology  
Knowledgeable in Microsoft office  
Familiar with filing Death certificates /B.R.T.'s/Cremation permits  
Assisted with removals  
Assisted in cremation process  
Knowledgeable in Embalming process (Intermediate)

### **Work Experience**

Mackey Mortuary Care center (Funeral assistant)	06/18-09/18 Greenville, SC
<b>Cremation society and Westville Funerals</b> Receptionist/Administration Assistant	10/9/17-05/11/18 Greenville, SC
<b>Graceland West Cemetery</b> Receptionist	05/17-08/17 Greenville, SC (summertime work)
<b>Sosebee Mortuary and Crematory</b> Administrative assistant/Funeral assistant	03/17-5/17 Anderson, SC
<b>Blue Ridge Bariatrics</b> Office Manager/Dr Assistant/Receptionist	02/14-11/15 Greenville, SC
<b>Anchorage Funeral Home</b> Apprentice/Administrative assistant/Removal specialist	11/99-09/02 Anchorage, AK

### **Education**

High school diploma (Robert Service High school)	Anchorage, AK	05/97
Associates Medical Administrative/billing/coding	University of Phoenix Online	01/12-08/14
Associates in Funeral services	Piedmont Tech	08/16-Present

\*References available upon request

