


JAZNA WELSH

 jaznawelsh@gmail.com

 (404) 446-6577

 630 Allana Ct Stone Mountain,
Ga 30087

SKILLS

- Cooperative Team Member
- Active Listening Skills
- Data Analytics
- Excellent Analytical skills
- Ability to work under pressure
- Strong Verbal Communication
- Time Management
- Computer Skills- Microsoft Word, PowerPoint, Excel Expert
- Skilled Typist
- Check payment processing
- Patient-centered care
- Excellent interpersonal skills

EDUCATION

Georgia State University
Atlanta, GA 05/2020

**Bachelor of Interdisciplinary
Studies Degree**

**Concentration in Human Learning
Development**

Peachtree Ridge High School
Suwanee, GA 05/2014

High School Diploma

Merit Page link

<https://meritpages.com/jznawelsh>

PROFESSIONAL SUMMARY

With in-depth knowledge of the sociology and psychology, I have proven the ability to help make comprehensive decisions by looking at all aspects of the problem to find a solution. I am due to gain my B.I.S in Human Development with concentration of Counseling Services and Learning Technologies. I have worked in customer service/customer satisfaction jobs all throughout college, so I am educated in working with and pleasing people. I am now looking to apply my skills and knowledge somewhere I can grow a long-term career. I plan to use my degree in the field social work to help support victims of crime. I am passionate about helping and supporting the people in my community, and I will work hard to achieve this goal.

Work History

Juicy Crab – Waitress

Duluth, Ga

01/2020- Current

- Take food and drink orders from customers accurately
- Maintain communication professionalism
- Write patrons' food orders on order slips, memorize orders, or enter orders into computers for transmittal to kitchen staff.
- Engage with customers in a friendly manner.
- Knowledge of the menu, with the ability to make suggestions.
- Ensure tables are enjoying their meals and take action to correct any problems.
- Collect payments from tables.
- Prepare checks that itemize and total meal costs and sales taxes.
- Experience providing excellent customer service in a fast-paced environment.
- A positive attitude and ability work well under pressure with bussers, cooks and other staff.
- Able to perform high-quality work while unsupervised.
- Able to handle money accurately and operate a point-of-sale system.
- Ability to work in a fast-paced work environment and deliver orders in a timely manner.

Emory Hospital - Patient Transporter

Decatur, GA

03/2017 - 01/2019

- Assisting patients in and out of vehicles
- Transport inpatient patients for radiological procedures/exams
- Provided direct patient care as needed
- Often responsible for the transport dispatch of 5-10 transporters for in and out patients whether it be transportation home or to another department of the *Emory hospital*
- Ensured that patients were where they needed to be, when they needed to be there

- Fast paced position emphasizing on patient interaction and contributing to their quality care
- Responsible for safely and efficiently transporting patients and equipment to and from nursing units and other departments throughout the hospital
- Maintains a safe clean working environment by following all safety procedures and standards i.e soap in soap out, gloves, mask
- Fluent in medical terminology
- Was responsible for the reporting of department metrics, including transport numbers, safety sheets, etc
- Recorded transportation data electronically in the Transport Tracking System and/or manually on appropriate forms and logs utilized by the department
- Maintained a courteous and professional demeanor and communicated appropriately with patients, visitors, hospital personnel and fellow employees at all times

Labor Ready - Temp Worker

Atlanta, GA

07/2015 - 05/2016

- Set event rooms according to instructions provided by manager using time management skills
- Greet and welcome guest as they arrive and assist them with finding an appropriate spot for themselves and their guests
- Serve food and beverages to the guest while performing quality checks and clearing used dishes, utensils, and glassware
- Ensure all areas are kept clean and presentable before and after events
- Assist all guests with any requests they may have and ensure guest satisfaction
- Consistent with following sequence of service and utilizing all proper procedures, Worked in a dynamic team environment to create fitness appointments for clients over the phone with one of our trainers
- Consistently achieved sales targets and the highest standard of *Gotta Trainer* set by owner Ty Sweeny
- Achieved the "Most Clients who signed a 6 month Contract"
- Coached, supported and mentor new team members, familiarizing them with the work environment, culture and work requirements
- Training new employees in the "art of selling the deal"
- Built rapport and trust with potential clients over the phone
- Adjusting sales pitch in order to negotiate build relations and persuade past, present, and future sponsors to get behind the case
- Managed approximately 30-50 incoming calls, emails and faxes per day from customers.'

COMMUNITY INVOLVEMENT

- *Atlanta Day Shelter for Women and Children Atlanta Ga*

- *American Red Cross* Various Cities, Ga
- *Hands on Atlanta –Woman/Children Shelter* Atlanta Ga

REFERENCES

Allani Turner

Villa Rica Police Department
Receptionist
(404)934-9783

Erica Faith

Elementary Teacher
Gwinnett County Pubic Schools
(678)751-2578

Dejannie Martin

Gwinnet Georgia College
Attorney/Professor
(347)733-2548