

Kiara Madison

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I graduated from Northampton Community College in Pennsylvania. I received my Associate's degree in Arts, with an intention of furthering my education. One of my current goals is to work for a company that I find fulfilling, rewarding and will teach me skills that help me with not only in my present endeavours but the future as well. I understand that I can only develop these skills if I am aware that I need to be challenged and devoted to honing my work ethics.

Authorized to work in the US for any employer

Work Experience

Data Entry Clerk

BerkOne - Allentown, PA

February 2021 to May 2021

As a temporary data entry clerk, it was my responsibility to verify a variety of tax documents while maintaining high levels of accuracy and detail. In addition, I was to proofread the documents by checking the data against the original document. This is done using a specific program provided by the company (Verifyit). Furthermore, I had to document each batch finished in excel, as well as keeping a log of my counts.

Packaging Technician

Staffmark - Allentown, PA

November 2020 to December 2020

As a packaging technician, it was my duty to assist in the inspection of pharmaceutical products, components and labels. In addition I performed computer-related tasks for signing in to a job, in-process actions and data entry. Furthermore, I assisted the assigned room leader in the counting of incoming and completed components and drug product to ensure accuracy and accountability. I also used stationary and/or hand-held machinery in multiple operations to put the required labels on the pharmaceutical product.

Warehouse Associate

Zulily - Bethlehem, PA

March 2020 to June 2020

In my position as a warehouse associate at Zulily, it was my duty to pick the proper items from the shelves that were shown on the handheld scanner. After picking those items I was to place them in a bin and then place that same bin on the conveyor belt. The items placed on the belt were then sent to the packers who would prepare them for shipping.

Machine Packer

PAC Worldwide - Allentown, PA

December 2019 to January 2020

As a machine packer, it was my duty to pack each bubble mailer into the box, and ensure the quality of the product was up to par and report discrepancies to the machine operator when necessary. In addition, I was to print labels for the boxes, and place them on each box.

Health Concierge

Aetna - Allentown, PA

June 2019 to August 2019

As a health concierge, it was my duty to provide the member with accurate information in regards to their benefits, eligibility and/or claims that may have come in. I was to be making those outbound calls to the provider to ensure the customer was not left in the middle as well as making sure the customer had coverage

Customer Service Representative

Coworx Staffing Services - Bethlehem, PA

November 2018 to March 2019

As an Inbound Customer Service Representative I was to process orders and prepare correspondence, as well as open and maintain customer accounts. This was done by recording account information. Furthermore, I was to resolve product and service problems by clarifying the customer's complaint and determining the root cause of the problem. Then, I was to prepare product and service reports by collecting and analyzing customer information.

Home Health Aide

Family Caregivers Network, Inc - Pennsburg, PA

May 2018 to November 2018

As an aide I was to provide the utmost care to clients by assisting them with appointments, grooming, bathing, dressing, feeding as well as ensuring their safety at all times. Furthermore, I was to monitor and record the patient conditions, provide support and personal services, and teach families. I monitored each patients condition by observing physical and mental condition, intake and output, and exercise. I also helped patients care for themselves by teaching use of cane or walker, special utensils to eat, special techniques and equipment for personal hygiene. I also assisted in helping family members care for the patient by teaching appropriate ways to lift, turn, and re-position the patient. Each day I was to record patient information by making entries in the patient journal and notifying nursing supervisor of changing or unusual conditions. In addition, it was my duty to maintain a safe, secure, and healthy patient environment by following standards and procedures, maintaining security precautions, and following prescribed dietary requirements and nutrition standards. I also made sure to adhere to professional standards, home care policies and procedures, federal, state, and local requirements.

House Cleaning Teammate

Merry Maids - Bethlehem, PA

June 2017 to July 2017

In my past role as a House Cleaning Teammate, I was put on a team of two and depending on how many calls the company had gotten, we were assigned 2-5 houses per day to clean. It was my responsibility to thoroughly clean each room in the house and strictly adhere to any additional or special instructions the house owners may have had. Each room had a different way it needed to be cleaned and part of the job was learned to master quick thinking and retention in order to choose the right cleaning tools for each room.

Food Service Worker

St Luke's Sacred Heart Hospital Campus - Allentown, PA

January 2017 to June 2017

I was required to take up food carts to each floor for lunch and dinner and distribute food to patients' rooms. It was also my responsibility to bring the trucks back down after each meal and take out the trays, silverware, bowls, cups etc. and make sure they are put through the dish washer properly. I also closed for the night by cleaning the kitchen, and make sure everything was packed away in its place for the next day

Volunteer

Old Orchard Healthcare Center - Easton, PA

June 2012 to August 2012

During the time in which I volunteered at Old Orchard Healthcare Center, it was my responsibility to read the residents books, and assist in certain daily activities. These activities were but not limited to; bingo, fitness, painting nails or doing hair.

Volunteer

The Center for Animal Health and Welfare - Easton, PA

June 2011 to July 2011

As a volunteer for The Center for Animal Health and Welfare, I was to ensure that the animals were fed, floors swept and mopped so that the animals were comfortable and happy. In addition to ensuring their safety I was to clean the cages periodically.

Education

Bachelor's in Criminal Justice

Cedar Crest College - Allentown, PA

August 2019 to Present

Associate of Arts in General Studies

Northampton Community College - Bethlehem, PA

2013 to January 2018

High School Diploma

Freedom High School - Bethlehem, PA

2009 to June 2013

Skills

- Adaptability
- Self-Awareness
- Customer Service
- Data Entry
- Cold Calling
- Order Picking
- Cleaning Experience

- Home Care
- Packaging
- Retention
- Tax Experience
- Proofreading
- Problem-solving
- Team Work
- Reliability
- Flexibility

Languages

- English - Expert