

Crystal Swafford

Highly-motivated employee with desire to take on new challenges.
Strong work ethic, adaptability and exceptional interpersonal skills.
Adept at working effectively unsupervised and quickly mastering new skills. Born to lead to create more leaders.

EXPERIENCE

Crownover Construction, WFH — **Office Manager**

JANUARY 2020 - PRESENT

Call clients/ potential clients, return and answer customer calls. Plus manage the company, prepare estimates/invoices/contracts, maintain books, payroll, access all new clients, and existing clients/ jobs, assess damages, research current rates, handle all new employees.

INSURANCE CALL CENTER, WFH — **Call Advisor**

February 2021 - June 2022

Work from home position answering calls and assisting with caller insurance needs. Finding doctors, transportation, help& scheduling appts if needed, patient demographics.

Speedway — **Assistant General Manager**

MAY 2016 - JULY 2019

Hire, train, and lead a team of at least 20 team members

Handle payroll, all new hires, scheduling, orientation, job listing, interviews

Inventory, product ordering, safety coordination, management & training

Knowing how to build a great relationship with my staff and create a fun place to work

Home Healthcare — **PCA**

APRIL 2016 - JUNE 2018

Provide health care services in patients residences

Assist with clients personal care activities

Monitor patients (vital signs, temperature, respiration, etc) and report on their condition

Maintain patients care records and document provided services

Provide companionship and basic emotional or psychological support.

EDUCATION

MTSU, ONLINE — **Bachelor**

OCT 2023 - PRESENT

Psychology

ULTIMATE MEDICAL ACADEMY, ONLINE — **Associate**

APR 2019 - APR 2021

Healthcare Management

ADDRESS:
952 SHELLMOUND RD
JASPER TN, 37347
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(423) 313-4257
EMAIL:
CRYSTALT4125@GMAIL.COM

SKILLS

- LEADERSHIP
- EFFECTIVE ORAL AND WRITTEN COMMUNICATION SKILLS
- CUSTOMER SERVICE
- COMPUTER SKILLS(MICROSOFT OFFICE, SOCIAL MEDIA, STORAGE SYSTEMS, DATABASE MANAGEMENT)
- OFFICE MANAGEMENT
- FINANCE
- ABILITY TO ASSESS AND EVALUATE SITUATIONS EFFECTIVELY
- PROJECT MANAGEMENT
- TIME MANAGEMENT
- MARKETING
- BUDGETING
- ABILITY TO WORK WELL UNDER PRESSURE
- WRITING
- ABILITY TO IDENTIFY CRITICAL ISSUES QUICKLY AND ACCURATELY
- CARE FOR OTHERS
- HANDLE TASK
- ATTENTION TO DETAIL
- HEALTHCARE MANAGEMENT
- BOOKKEEPING
- QUICKBOOKS
- ACCOUNTS PAYABLE
- EVENT PLANNING
- PROFICIENT COMPUTER SKILLS INCLUDING MICROSOFT OFFICE
- MEDICAL RECORDS
- ACCOUNTING
- ACCOUNTS RECEIVABLE
- HUMAN RESOURCES
- RESEARCH
- PRACTICE MANAGEMENT
- FINANCIAL REPORT WRITING
- ACCOUNT RECONCILIATION
- ACTIVE LISTENING SKILLS
- CAREGIVING
- HOME HEALTH
- CALL CENTER (3 years)
- OUTBOUND CALLING (6 years)

ACHIEVEMENTS/ CERTIFICATIONS

- STUDIED NURSING FOR 2 YEARS AT ERNEST PRUITT CENTER OF TECHNOLOGY
- ACHIEVED HIGHEST HESI SCORE IN MARION COUNTY
 - LEADERSHIP AWARD FROM SPEEDWAY
 - CPR/AED CERTIFIED