Iza Cheema

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# **EDUCATION**

# Kingsborough Community College

A.A.S Surgical Technology 03/2019 – present

New York City College of Technology 07/2017 –12/2018

A.S Biology

GPA: 3.6 (Dean’s List and Honors Program all semesters)

**EXPERIENCE**

**Bay Ridge Family Doctors, Brooklyn NY 11209**

*Receptionist/ Medical Assistant* 08/2019 – Present

* Welcome patients and visitors in person and on the telephone and answering or referring inquiries within a fast - paced environment
* Ensure availability of appointments, treatment information by filing and retrieving patient records.
* Register new patients and update existing patient demographics by collecting detailed patient information
* Complete prior authorization, insurance verification, scheduling appointments maintaining all patient medical and demographic information necessary to process referrals
* Checking patient’s vital signs, performing a physical exam and obtaining the patient’s medical history.
* Perform specialized testing such as EKGs and administer oral and injectable medications

**Mandee 2941 Ave U, Brooklyn NY 11229**

*Cashier/ Fitting room Associate* 02/2019 – 12/2019

* Responsible for returning all clothes left in the fitting rooms to the proper sales floor displays.
* Assisted with customer product returns.
* Responsible for maintaining the fitting room areas and also making sure that there was limited loss due to theft.
* Performed regular cashier duties and provided excellent customer service

**Kohl's Caesar's Bay, Brooklyn, NY 11214**

*Cashier/ Sales Associate* 07/2017 – 07/2019

* Handle cash register and issue receipts, refunds, change etc.
* Maintain broad knowledge of all company products, services and promotions
* Resolve customer complaints and pleasantly deal with customers to ensure satisfaction
* Process credit card applications for new customers setting credit limits and terms of service according to customer credit and background
* Verified inventory computations by comparing them to physical counts of stock, investigated discrepancies, and reported product discrepancies to manager

**SKILLS**

* Fluent in English, Urdu, Hindi and Punjabi
* Able to negotiate in a positive manner and resolve problems proactively
* Active listening skills targeted at handling problems and taking improvement advice
* Responsible attitude aimed at ensuring positive outcomes of assigned projects
* Ability to effectively manage time and prioritize tasks
* Proficient in Microsoft Word and Microsoft Excel
* Ability to handle a fast-paced environment and prioritize tasks based on importance
* Capable of interacting with a wide range of people

**CERTIFICATIONS**

EKG Technician, New York Medical Career Training Center, 2019

Phlebotomist, New York Medical Career Training Center, 2019

CPR certification, Heartsaver NY AHA, 2019