

# LAUREN GILES

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## WORK EXPERIENCE

### DEPARTMENT OF VETERAN AFFAIRS, PHILADELPHIA, PENNSYLVANIA

*Legal Administrative Specialist, Mar 2008 – Present*

- Hear and resolve complaints from customers or the public.
- Analyze data to determine answers to questions from customers or members of the public.
- Transmit information or documents to customers, using computer, mail, or facsimile machine.
- Answer telephones, direct calls, and take messages.
- Process and prepare documents, such as business or government forms and expense reports.
- Train other staff members to perform work activities, such as using computer applications.

### ALLIED UNIVERSAL, HORSHAM, PENNSYLVANIA

*Security Officer, Jul 2016 – Dec 2016*

- Monitor and authorize entrance and departure of employees, visitors, and other persons to guard against theft and maintain security of premises.
- Patrol industrial or commercial premises to prevent and detect signs of intrusion and ensure security of doors, windows, and gates.
- Operate detecting devices to screen individuals and prevent passage of prohibited articles into restricted areas.
- Inspect and adjust security systems, equipment, or machinery to ensure operational use and to detect evidence of tampering.
- Answer alarms and investigate disturbances.
- Write reports of daily activities and irregularities such as equipment or property damage, theft, presence of unauthorized persons, or unusual occurrences.

### NUTRISYSTEM INC, HORSHAM, PENNSYLVANIA

*Weight Loss Counselor, Oct 2007 – Feb 2008*

- Obtain and evaluate dietary histories of individuals to plan nutritional programs.
- Plan menus or diets or guide individuals or families in food selection, preparation, or menu planning, based upon nutritional needs and established guidelines
- Utilize automated computer applications to fulfill orders and changes
- Counsel individuals and groups on basic rules of good nutrition, healthy eating habits, and nutrition monitoring to improve their quality of life.

### TEMPLE UNIVERSITY HOSPITAL, PHILADELPHIA, PENNSYLVANIA

*Surgical Technologist Intern/ Operating Room , Jun 2006 – Dec 2006*

- Hand instruments and supplies to surgeons and surgeons' assistants, hold retractors and cut sutures, and perform other tasks as directed by surgeon during operation.
- Prepare patients for surgery, including positioning patients on the operating table and covering them with sterile surgical drapes to prevent exposure
- Provide technical assistance to surgeons, surgical nurses, or anesthesiologists.
- Maintain a proper sterile field during surgical procedures
- Discuss with surgeon the nature of the surgical procedure, including operative consent, methods of operative exposure, diagnostic or laboratory data, or patient-advanced directives or other needs.
- Cover patients with surgical drapes to create and maintain a sterile operative field
- Clean and restock operating room, gathering and placing equipment and supplies and arranging instruments according to instructions, such as a preference card.

## EDUCATION

### UNIVERSITY OF PHOENIX, PHILADELPHIA , PENNSYLVANIA

*Bachelors of Science in Health Administration Candidate, Expected graduation, Dec 2020*

### CHI INSTITUTE, BROOMALL, PENNSYLVANIA

*Surgical Technology, Jan 2007*

## **ADDITIONAL SKILLS**

- Microsoft Office Suite Competent
- Data entry 45-50 wpm