

Brianca Stokes

Hanover, PA

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To obtain a long term position utilizing knowledge of office administration/management, technical and customer services experience in a professional setting.

Authorized to work in the US for any employer

Work Experience

Receptionist

Future Care North Point

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Dundalk, MD

October 2017 to Present

Answer phones and operate a switchboard

Responsible for maintaining the visitor's sign-in log.

Responsible for the collection of employee and guest meal money

Unit Secretary

St Agnes Hospital

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Baltimore, MD

June 2017 to February 2018

Arranges and stores incoming records according to procedure/protocol.

- Purges materials according to file maintenance guidelines and/or legal requirements.
- Performs periodic inspections of materials or files in order to ensure correct placement, legibility, and proper condition.
- Other duties as assigned.
- Assists the Team Leaders/Charge Registered Nurse by coordinating non-clinical activities on a nursing

unit.

- Processes physician s orders. Manages information flow.
- Coordinates clerical functions, supply control, and orientation.

Complexity of Work:

- Within scope of job, requires critical thinking skills, decisive judgment

Customer Service Appareal

Kmart

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Baltimore, MD

November 2016 to July 2017

Performs merchandise support tasks (e.g., straightening merchandise) during each work shift.

Responsible for keeping the department ready all day and ensuring the sales floor is easy to shop, in stock, clean, signed and organized for customers.

Telephone Operator

Johns Hopkins at Mount Washington

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Baltimore, MD

May 2016 to June 2016

Act as human answering service outside or during business hours for doctor's offices, hospitals.

Greet customers warmly and ask how to help.

Transfer call.

Answer caller's questions.

Page individuals and inform them of message.

Call the appropriate person requested by caller.

Office Receptionist

Lorien Mays Chapel

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Timonium, MD

September 2015 to March 2016

Answer phones and operate a switchboard.

Route calls to specific people.

Answer inquiries about company.

Greet visitors warmly and make sure they are comfortable.

Call persons waiting for visitor.

Schedule meetings and conference rooms.

Ensure reception area is tidy.

Gather personal and insurance information.

Hand out employee applications.

Arrange appointments.

Send email and faxes

Social Work Intern

East Baltimore Community Corporations

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Baltimore, MD

January 2015 to May 2015

Interviewed incoming students to document individual's demeanor, general information and reasoning for actions resulting in their long-term or short-term suspension.

- Provided counseling and support services based on student's suspending behaviors and other identified problems the student faced.

- Facilitated groups for students, parents and other immediate family members to discuss issues relative to their suspending behaviors.
- Maintained and organized information of each individual student within caseload depicting, dates, times, contents and progressions during each counseling session.

Housekeeper/Laundry

Maryland Athletic club

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Timonium, MD

September 2013 to March 2014

Maintain all assigned areas in a clean and sanitary condition

Wash, dust, polish, vacuum and sweep all areas of the establishment

Clean sinks, tubs, showers and toilets according to prescribed sanitary standards.

Polish fittings and fixtures

Clean mirrors and windows

Wash laundry using machines

Distribute clean laundry

Empty and clean trash cans

Listen and respond to resident's queries and requests

Ensure adequate stock of cleaning supplies

Keep cleaning equipment in good working order

Maintain clean storage area for equipment and supplies

Report any maintenance issues

Education

Bachelor's in Social Work

Sojourner Douglass College

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Baltimore, MD

2012 to 2015

Diploma in General studies

Heritage High School

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Baltimore, MD

2008 to 2011

Skills

Case Management, Team Player, Communication, Customer Service, Front Office, Front Desk, Reception

Additional Information

Qualifications

Accurate, precise, dedicated and self-motivated Able to set effective priorities, to achieve immediate and long term goals, as well as meet operational deadlines. Relation and developed interpersonal skills, having dealt with a diversity of professional clients and staff members.