

Zaynah Witter  
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Dedicated and detail-oriented Office Administrator with a strong commitment to delivering exceptional customer experiences. Proven ability to communicate effectively, and resolve inquiries with professionalism and care. I am seeking to contribute strong organizational and interpersonal skills to a dynamic team, while supporting office functions and enhancing client satisfaction.

## EXPERIENCE

11/2020- Current  
BNT Corporate Solutions  
Customer Service Representative

Providing high quality customer care support to effectively resolve issues via chat, email, and phone calls.  
Communicate thoughtfully to provide answers and handle customers issues directly and resolve all complaints in a professional and timely manner.  
Creating and Managing budgets for office expenses, including supplies, equipment and maintenance.  
Assisting staff with performance and enhancing skills to increase client satisfaction through training

12/2018- Current  
Delta Air Lines  
Ramp operator / Baggage Handler

Ensuring the safe arrival and departure of aircrafts  
Working closely with my team to ensure all of our customers' baggage/cargo arrives Safely and on time.  
Following all Port Authority safety & health guidelines on airport grounds  
Safely lift, load, unload and transport cargo to and from aircraft  
Frequently lifting bags 50-70 pounds  
Safely driving and operating ground equipment  
Operate baggage scanners

11/2007- 6/2020

QUEENS HOSPITAL CENTER

Patient Care Associate ~ ICU-Trama Unit / Step Down Unit / Telemetry Unit

Icu monitoring and All Bedside Care

Measures and records all vital signs,glucose testing,phlebotomy

Performs electrocardiographs

Works Closely w/ Drs and Nursing Staff to ensure quality patient care

Monitors and calibrates clinic & department equipment

Blood and specimen collections

Performs Glucose testing and charting

Administers Basic Life Support (BLS) during emergencies

Prepares Patient Examination rooms

Escorts and Transfers patients to various depts.

Maintains inventory of stock and supplies

Maintains infection control standards to ensure patient and employee safety

Receptionists duties

Electronic Medical Records (Emr)

7/2006-11/2007

Schulman Vein & Laser Center

Front desk customer greetings and intake

Customer check in~ Receptionist Duties

Phones, Electronic Recording, verifications

Prepare examination rooms for surgery

Measures and records all vital signs

Blood drawing and collection

Work closely with Drs and staff for inhouse procedures

Maintains infection control standards to ensure patient / employee safety

## Education

9/2005 - 5/2006

Sandford Brown

Patient Care Associate (Medical Assistant certificate)

Maintains Annual CPR & OSHA certifications

## SKILLS

- Great customer service
- Time management
- Quick thinker

- Works well in groups
- Can take orders from superiors
- Great communicator

REFERENCES UPON REQUEST