

Ethan J. Brown
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Skillset

Empathetic Conflict Resolution	Technical Project Management	Systems Analysis
Office Administration	IT Support	Inventory Management
Remote Work Experience	Email Correspondence	Superior Customer Service
Multi Line Phone Systems	Legal Document Review	Transcription
Business Development/Research	Software Troubleshooting	Community Correspondence
Google and Microsoft Suite	Professional Communication	Accurate Data Entry

Relevant Education

Florida State University, Tallahassee, FL

Bachelor of Arts in Humanities with focus on Communication, Psychology, and Information Literacy | December 2020

Tallahassee Community College

Associate in Arts of Communication and Information Technology | October 2016

Relevant Experience

Cardinal Staffing Services, Tallahassee FL

Tallahassee Primary Care Associates

Medical Office Specialist/Administrative Assistant/Medical Records Tech | March 2021 to June 2021

- Performed data entry medical chart completeness for patients at a busy rheumatology office to ensure a lack in coordination of care
- Responsible for daily filing/retrieval of information from EMR system to provide relevant information to patients, staff, and providers
- Daily engagement in conscious and enthusiastic greeting of visitors and staff to ensure a warm and comfortable atmosphere while following state and federal COVID-19 guidelines
- Assistance with other clerical tasks as needed such as opening mail, delivery of packages and other errands as assigned to report to Office Manager
- Assisting in communicating, verifying, and enforcing accounting policies and procedures relating to patient insurance

Completed Studies – Bachelor of Arts Tallahassee FL, Remote and Main Campus

Undergraduate Student | September 2019 to December 2020

- Used complex and realistic critical thinking skills to engage with potential employers while attending University full time through physical and virtual community engagement while following COVID guidelines
- Consistent completion of assignments before deadlines as well as proactive professional communication to resolve conflict when necessary

Tresta Inc., Tallahassee, FL

Receptionist/Administrative Assistant | June 2019 to September 2019

- Data Entry and transcription to provide care to over 5,500 customers a day from various industries such as medical, law, finance, and real estate.
- Quick and Reliable Interaction with office technology (fax machines, printers, multi-line phone systems)
- Supervision of new hiring class members of the administrative staff, equally dividing responsibilities to improve performance and encourage team-based growth
- Manage emails, letters, packages, phone calls and other forms of correspondence

Florida State University Campus Recreation, Tallahassee, FL

Customer Service Representative | January 2017 to February 2019

- Provided exceptional customer service by troubleshooting all questions in a timely manner
- Served as a first responder for all medical emergencies, ensuring safety and security throughout facilities
- Managed files and documents for the university's 44 sports clubs
- Daily assistance with clerical tasks such as preparing and reviewing documents, responding to emails, and scheduling of customers to various sport classes and educational seminars

Follett Higher Education, Tallahassee, FL

Technology Associate/ Sales Associate | December 2014 to September 2016

- Responsible for performing a variety of duties relating to cash sales, credit card purchases, reordering, invoicing, stocking, and pricing of merchandise
- Implementation of considerable customer relations skills and handling large amounts of cash.