

# Jennifer Hester Dingman

**Smiling, super motivated, dedicated, multi-tasking guru**

Denver, CO

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LEAD MERCHANDISER, VISUAL MERCHANDISER, ADMINISTRATIVE ASSISTANT, PERSONAL ASSISTANT, MEDICAL OR DENTAL OFFICE SUPPORT, HOTEL FRONT DESK MANAGEMENT/SUPPORT, RECEPTIONIST

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### **Traveling Merchandiser Representative**

Apollo Retail Specialists - Varies

December 2019 to Present

Merchandising role as a lead and a team member. Skilled in reading and setting Planograms and Mods, makeup resets, resets, whole store remodels to storewide resets to basic remodels, building and setting up shelves to tearing then down, supervising and actively overseeing projects, setting up Product locator systems in enablers and zebras, bin tagging, Usage of skates, scorpions, furniture movers, pegs, blockers, and backers.

Retailers include Walmart, Lowes, Home Depot, Sally's, Target, Joanne's Fabric, Advanced Auto, Ace, Walgreens, Cvs, Rite Aid, Floor and Decor, 5 and Below, Ulta, Dollar General, Family Dollar, Bed Bath and Beyond, King Soopers, Kroger, Circle K, Murphys, ect

### **Merchandising Rep**

Footprints Retail Services - New York State

February 2017 to June 2020

Reading and understanding planograms, Installation of shelves and displays, stocking merchandise, Asa system

### **Sales Associate/Customer Service**

Dollar General - Sackets Harbor, NY

December 2016 to December 2017

Customer service, sales, cleaning, cash and credit transaction, opening and closing of store as acting manager when manager is off, receiving and credits with vendors.

### **Front Desk/Reservations Agent**

Best Western - Watertown, NY

June 2016 to May 2017

Front Desk reception, reservations, checking guest in and out, occasional room cleaning, 3rd party bookings, night audit

### **Insurance Authorization and Verification Specialist**

Peak Performance - Redmond, OR

March 2014 to December 2014

**Responsibilities**

Verifying all insurances, submitting and receiving authorizations for PT, processing and submitting CMS-1500, receiving and processing insurance payments, processing and handling of denials, making and cancelling appointments, answering phones, copies, faxes, mail, checking clients in and out.

**Administrative Assistant/ Lead Receptionist**

Your Care/ Redmond Immediate Healthcare - Redmond, OR

May 2012 to June 2014

**Responsibilities**

Front office support, auditing of billing office and medical office totals and transactions, input monthly and yearly totals into spreadsheet, fixing and finding and discrepancies between clinic and billing office, customer service, answering patient calls and taking detailed messages, checking in and out patients, copies, filing, fax, scanner, credit card and cash transactions, opening and closing of clinic, chart audits, Word and Excel, entering patient information into system, verifying insurance and obtaining preauthorization, and training of new staff.

**Seasonal Tax Associate/Receptionist**

TaxMinimizer - Redmond, OR

January 2013 to June 2013

**Responsibilities**

Front office and back office support, customer service, answering multi-line phones, scheduling appointments, confirming appointments, filing, copies, scanning, processing payments, run & assemble of tax books.

**Night Auditor/Front Desk Agent**

Riverhouse Hotel and Convention - Bend, OR

October 2010 to May 2012

**Responsibilities**

Customer service, multi-tasking, sales, checking in and out of guest with cash, credit, and direct bills. Handling of 3rd party bookings, reservations, concierge, faxes, answering multi-line phones. Setting up group blocks with multi-room types, assisting in the training of new employees, night audit, balancing daily cash, credit, and charges for hotel, restaurant, golf course, banquets, and convention center into excel spreadsheets. Filing and sorting all day paperwork, folio's, and credit card receipts, finding and fixing all errors that pertain to the cash, credit, and/or direct bills, batching all credit cards on \$ on net, post any room charges or house charges from other departments, and sort then process travel agent billing weekly.

**Front Desk Agent/ Night Audit**

San Carlos Hotel - Phoenix, AZ

2009 to 2010

**Responsibilities**

Customer service, multi-tasking, sales, checking in and out of guest, booking reservations, answering multi-line phones, faxes, handling paperwork, emails, internet knowledge/concierge, handling of cash and credit transactions, training new employees, night audit, correcting all other shifts errors before audit and batching credit cards on \$ on net, and 10 key.

## **Housekeeper/server/receptionist**

Holiday Retirement - Salem, OR

2008 to 2009

### Responsibilities

Started out as a front office receptionist: customer service, answering phones, filing, copies, and faxes then switched to housekeeping/food server.

Housekeeping duties included: general housekeeping duties- scrubbing of kitchen, bath, vacuuming, sweeping, mopping of all common areas and residents apartments.

Breakfast and Lunch server: taking orders and serving 4-8 residents at a time in a restaurant style setting by memory, clearing dishes, sanitization, and setting up dining room.

## **Motel Management**

CozyInn/Tiki lodge/Holiday lodge - Salem, OR

2006 to 2008

### Responsibilities

Duties included: management of 3 motels - customer service, answering phones, check in and out of customers, computer knowledge, handling and auditing of all of cash and credit sales, management of 3rd party billing and online companies, fax machine, hiring and termination of employees and documentation, scheduling, time cards and payroll, general maintenance and housekeeping, multi-tasking in a high pace and stressed environment, and upkeep of pool and chemicals as well as other varies maintenance duties.

## Education

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### **Quickbooks, Medical Terminology, Bookkeeping**

Central Oregon Community College

## Skills

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- Microsoft Office (10+ years)
- Customer Service (10+ years)
- Management (2 years)
- Receptionist (8 years)
- Bookkeeping (2 years)
- Quickbooks (Less than 1 year)
- Auditing (5 years)
- Cash Handling (8 years)
- Housekeeping (4 years)
- Cash Management (4 years)
- Teamwork (10+ years)
- Multi-Line Phone System (10+ years)
- Account Management (2 years)
- Payroll (2 years)
- Budgeting (1 year)

- Billing (2 years)
- Medical Terminology (2 years)
- Medical Records (3 years)
- Medical Billing (Less than 1 year)
- Medical Authorization (2 years)
- Insurance Verification (3 years)
- Patient Care (3 years)
- Copy Machine (10+ years)
- Fax (10+ years)
- Excel (6 years)
- Word (10+ years)
- Windows Xp, 7,8,8.1 (10+ years)
- DOS (4 years)
- 10-Key (4 years)
- Typing-60wpm
- Phones (10+ years)
- Telephone Skills
- Inventory Management
- Training
- Hr Policies & Procedures
- Hospitality (6 years)
- Hipaa (3 years)
- Osha
- Office Administration (3 years)
- Administrative Assistant (2 years)
- Administrative Support
- Merchandising (1 year)
- Retail Sales (1 year)
- Cashier (2 years)
- Planogram
- Filing
- Data Entry
- Scheduling
- Outlook
- Organizational Skills
- Clerical
- Inventory
- Customer Service Skills
- Microsoft Word
- Microsoft

- Planograms
- Personal Assistant Experience
- Night Audit
- Medical Office Experience
- Multi-line Phone Systems
- EMR Systems
- Tax Experience
- Administrative Experience
- Medical Coding
- Phone Etiquette
- Office Management
- Accounts Receivable
- ICD-10
- Guest Services
- Computer Skills
- Accounts Payable
- Customer service
- Supervising experience
- Sales
- Store management
- Cash register
- Cash handling
- Retail sales
- Guest services
- Planograms
- Account management
- Hospitality
- Merchandising
- Training & development
- Budgeting
- Windows
- Human resources
- Typing
- Office management
- Serving
- Accounts receivable
- HIPAA
- Bookkeeping
- Payroll
- Clerical experience

- EMR systems
- Tax experience
- Medical records
- Accounts payable
- Auditing
- Medical terminology
- Medical coding
- Personal assistant experience
- ICD-10

## Awards

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### **Employee of the year**

February 2010

Front Desk at Riverhouse Hotel and Convention Center. Bend, OR

## Additional Information

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Volunteer at City Care Clinic-  
2013-2014

### References

Pamela Pattani: clinical supervisor at RIHC, 971-237-5720.

Barbara Hampton Reyes: personal and ex-manager of Cozzy Inn/Holiday Lodge, 971-301-9824

Dr. Randy Visser: physician at Internal Medicine Associates, 541-410-4958