

# Zeamar McDowell

(470) 641-1810 | Zeamarmcdowell@gmail.com | Buford, GA

## Summary

I am a self starter at best who is very determined and passionate about his work. I confident in my work skills along with being a team player. I work to improve character development , people skills, and to gain work experience. I am young and ambitious with good head on my shoulders. I am ready to take great opportunities and learn new ways to work.

- Strong interpersonal skills, working knowledge of a blue-collar industry, and a proven track record of being dependable and proactive in meeting objectives
- Proven track record of delivering care in a compassionate and professional manner.
- Strong interpersonal skills, working knowledge of a blue-collar industry, and a proven track record of being dependable and proactive in meeting objectives

## Experience

### **Sales Representative/Customer Service | 03/2024 - Present | Imagix Dental | Atlanta, GA**

Entered patient data into electronic health record systems according to established procedures.

Answered telephone calls promptly and directed them to the appropriate personnel or department.

Assisted with registration of new patients by collecting necessary paperwork and verifying demographic information.

Maintained an organized filing system for patient records in accordance with HIPAA regulations.

Provided support to other departments when needed including order entry, transcription.

Responded to emails from patients regarding questions about their medical services.

Ensured all equipment was properly calibrated and functioning before use.

Followed up on outstanding invoices and bills sent out by the office.

Created detailed reports summarizing activities related to medical service operations.

Maintained accurate inventory of medical supplies used by staff members.

Greeted patients, answered inquiries and provided information regarding medical services.

Verified insurance coverage and benefits for patients to determine eligibility for services.

Scheduled appointments, ordered tests and coordinated referrals as needed.

### **Logistics Coordinator | 02/2021 - 09/2023 | PAI Industries | Suwanee, GA**

Overseeing all aspects of a company's supply chain, from preparation to transportation to delivery. Invoicing , speaking to clients about their orders, scheduling deliveries and doing returns were day to day working here. Making sure the customer was satisfied was the number one priority. Product Inventory were checked daily and made sure that it was available to the customers at all times.

### **Coordinator | 01/2020 - 12/2020 | TRC Talent Solutions | Atlanta, GA**

Maintained routings, schedules and general practices of various countries, carriers, ports and terminals.

Understood what the company offers customers and what routes, equipment, rates and services are available.

Used maps, atlases and other geographic reference materials. Knew where nearest ports and terminals are to customers or can use references to find that information. Knew the best mode of transportation for ground transport between customer and terminal.

Used word processing software efficiently and effectively.

Used spreadsheet software as a tool for tracking work.

Used other software appropriate to work demands and effectively applies other components of MSOffice required by the job.

Used questioning to identify the specific problems and related information.

Logically determined the approach to solving the immediate problem. Identified parties that needed to be involved in tracing shipments and issues.

### **Linehaul coordinator | 05/2019 - 01/2020 | FedEx | Braselton, GA**

They oversee a team of shipping clerks and manage all aspects of the shipping process for an organization. Their primary duties include preparing quotes and invoices, overseeing shipping, responding to complaints or questions from clerks and customers, and providing shipping instructions and information. Properly getting delivered out very early was the expectation daily and the expectation was met.

## **Skills**

Communication skills, Documentation review, Microsoft word, Leadership, Time management, Computer literacy, English, Problem Resolution, Teamwork, Negotiation, Microsoft excel, Logistics Management, Communication skills, Time management, Microsoft word, Microsoft excel, Customer service

## **Education**

**Applied Science | SAE Institute Of Technology | 06/2023 | Atlanta, GA**

## **Languages**

English, Haitian