

# JACQUELYNN DUCKSWORTH

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## Objective

Motivated and determined student offering a positive attitude and good communication skills looking to obtain the position of Admin/CAM training where my educational background will be put to best use to benefit company goals. Entry-level Admin/CAM training has open opportunities to learn the field from ground up to complement formal studies in CAM training.

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## Skills

- Customer relationship management
- Maintenance knowledge
- Knowledgeable in Microsoft
- Conflict handling
- CAM training

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## Education and Training

Key Realty | Las Vegas, NV | Expected in 11/2020

**CAM Training** : Real Estate

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## Experience

**Administrator/Customer Service Representative** | Sutherland Global Logistics - Las Vegas , NV | 07/2019 - 03/2020

- Informed customers about billing procedures, processed payments and provided payment option setup assistance.
- Documented customer inquiries and feedback, including service delivery suggestions in company database.
- Educated clients on how to navigate company systems and work within established frameworks to obtain desired services.

**Administrative Clerk/Mental Health Technician** | WestCare Foundation - Las Vegas, NV | 04/2013 - 02/2019

- Scheduled and coordinated patient follow-up appointments.
- Verified appropriate clinical information is communicated when patients are referred to specialists.
- Drafted reports to track patient referrals and scheduling issues.
- Supported patients by identifying and addressing mental health challenges.
- Administered psychotropic drugs and other medications, adhering to medication schedules and making adjustments commensurate with patients' condition and response.
- Watched over 15-21 clients at a time.

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## Certifications

CAM: (Community Association Manager in training)