

# Christina Jones

Boston, Massachusetts, United State

[chris.n.jones87@gmail.com](mailto:chris.n.jones87@gmail.com)

[linkedin.com/in/christina-n-jones87](https://www.linkedin.com/in/christina-n-jones87)

## Summary

I have over 20 years of experience in customer service in multiple different industries. Throughout my tenure in customer service roles, I've cultivated a robust skill set that revolves around effective communication, problem solving, and meticulous attention to detail. These skills, coupled with my unwavering passion for scientific inquiry, have inspired me to pursue a transition into the realm of lab operations. I enjoy working in fields where my position is able to help others on a daily basis and in the long term. I am eager to embark on a transition into lab operations, leveraging my current expertise and cultivating new skills to thrive in this dynamic domain.

## Experience



### Student at Bioversity

Bioversity and Massachusetts College of Pharmacy and Health Sciences

Certificate of Completion, Feb 2024

Jan 2024 - Present (2 months)

I am one out of 18 students that went through a competitive application process that included over 120 applicants. This comprehensive 8-week program covers biotech industry insights, lab skills, safety standards, GDP, facility management, inventory control, biomanufacturing, professional behavior, communication, and job interview skills.



### Patient Service Representative

Codman Square Health Center

Dec 2021 - Mar 2022 (4 months)

Schedule appointments, verify insurance coverage, check patients in and out of clinic. Use nationwide Epic system, Call center setting incoming, perform operator duties.



### Senior Member Service Representative

Tufts Health Plan

Sep 2021 - Nov 2021 (3 months)

Answer incoming calls from members about and for Medicare products.

Daily use of different systems avaya agent, maccess, diamond, market prominence and support point



### Sortation Associate

Amazon

Oct 2019 - Sep 2021 (2 years)

Sorting and scanning packages for delivery drivers. Following safety guidelines while making nightly quotas.



### Call Center Support Representative

SimpliSafe

Feb 2019 - Jun 2019 (5 months)

Answering incoming calls. Troubleshooting and maintaining customer satisfaction. Role included answering calls promptly one ring expectation. Resolving all customer issues before ending the calls providing the best customer experience for each individually. Answers phones and provides customers with answers to questions about the company.



### **Customer Service Representative**

Speedway

May 2018 - Feb 2019 (10 months)

Key holder. Closes and opens store. Keeps track of inventory through dsr to ensure proper order count. Trouble shoots problems on POS servers. Manage money count in register.



### **Transit Ambassador**

Block by Block

Aug 2017 - Jan 2018 (6 months)

Worked with daily Mbta commuters. Kept track of statistics along with filing incident and maintenance reports daily. Provides directions via iPad and transit apps.



### **Operations and Logistics**

The Greater Boston Food Bank

Mar 2016 - Aug 2016 (6 months)

Confirmed all outgoing shipments. ASC software and Macola. Daily auditing and zero count inventory checks.

### **Sales Attendant**

Uptown Beauty Supplies

Jul 2012 - Jan 2016 (3 years 7 months)

Stocking, cleaning, maintaining a balanced register. Inventory counts, making notes when items were low in volume to place new orders.

## **Education**



### **North Carolina Central University**

Aug 2006 - May 2008

### **Ayer High School**

Diploma

2002 - 2006

## **Skills**

Auditing • Computer Operations • Travel and Tourism • Customer Service • Technical Support • Remote Troubleshooting • Material Handling Equipment • Pallet Jack • Patient Registration • Soft Skills