

Jacqueline Wingard

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PROFILE

As a motivated individual with a strong foundation in customer service and administration, I've recently completed the Biotech Career Foundations certificate program designed by Bioversity in partnership with the Massachusetts College of Pharmacy and Health Sciences. I am seeking to transition into an early-career role in the life sciences. My customer service background, combined with technical and soft skills from the program, make me well-suited for a career in life sciences. I'm eager to apply my attention to detail and time management skills to benefit your team.

EDUCATION

Bioversity – Biotech Career Foundations
Certificate of Completion

June 2024

Charlestown High
Diploma

September 2004 - June 2007

EXPERIENCE

Receptionist

KNF&T/Project Hope, Boston

August 2023 (Temporary)

- Managed all incoming phone calls and communicated efficiently exercising professionalism
- Provided excellent customer service, addressed inquiries, and resolved issues effectively.
- Demonstrated strong problem-solving skills to enhance operational efficiency.

Event Staff

John Leonard, Boston

June 2023 (Temporary)

- Provided administrative support during events, including security monitoring and attendee assistance.
- Offered information and guidance to attendees, ensuring a positive experience.

Receptionist

Herb Chambers BMW, Medford

April 2022–July 2022

- Maintained accounting spreadsheets, and documents to assure their accuracy.
- Maintained efficient office operations through calendar management and directing phone calls.
- Successfully processed sales transactions and provided exceptional customer service.

Receptionist & Activities Assistant

Laurel Ridge Treatment Center, Boston

April 2020–June 2021

- Organized paperwork and appointments for residents, demonstrating multitasking administrative efficiency
- Facilitated communication, settled disputes, and made announcements to staff and residents, to foster a cohesive environment.
- Assisted in organizing weekly activities, to promote resident engagement and well-being.
- Distributed appropriate PPE to all staff members.

Personal Care Assistant
Ethos Risk Center, Boston

December 2017–August 2019

- Provided essential assistance with physical therapy and medical appointments, ensuring client well-being.
- Managed medication schedules and provided support in maintaining a comfortable home environment.

SKILLS

- Time Management
- Adaptability
- Attention to Detail

ACTIVITIES/VOLUNTEER WORK

Engaged in community organizing and contributed articles to local publications.
Volunteered with Cradles & Crayons to support children in need.