

# Dawn M. Rice

318 McGill St  
Orrville OH 44667  
330 682 0085

## Education

1990 - 1991 Wooster Business College Wooster, OH

*Medical Secretary/Receptionist*

Certified Medical Secretary/Receptionist

## Work experience

June 2006 - present Bauer Corporation Wooster, OH

*Inside Sales Account Manager*

- answer 8 line phone and route incoming calls
- manage and track customer orders
- research and resolve customer issues, including accounting and logistics
- liase with outside sales, both in company and independent field reps
- proficient in Microsoft Office Suite of programs, including Excel, Word, and Outlook
- assist with marketing projects as needed

2003-2004 Smithville, OH

*Apartment Manager*

- maintain tenants in four unit rental property
- advertise availability
- follow up on leads
- manage property maintenance
- monitor tenant satisfaction
- resolve tenant/landlord issues

1991 - 1996 Medina General Hospital Medina, OH

*Unit Clerk/Secretary*

- Answer three line phone
- Coordinate schedules for doctors and 10-15 nursing personnel daily
- Maintain unit paperwork, including filing
- track patient care for 20-30 patients daily, including the scheduling of test and discharge arrangements and contacting various departments for stat orders
- answer inquiries from patient families regarding patient care and hospital facilities

2000 - present Institute of Karate-Do Wooster, OH

*Sensei Instructor*

- instruct students, including both group and private lessons
- supervise students participating in assistant instructor program
- greet new students and their families, orient them to dojo rules and procedures
- refer prospective students to owner for follow up
- open and close

1989 - 1991 Wendy's Akron, OH

*Cashier*

- take and fill customer orders
- run cash register
- open and close store