

# Brittany Ritchie

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## Objective

A dedicated, self-starter who enjoys working in fast paced environments. Specializes in working with tight deadlines.

## Experience

### HOME HEALTH AIDE | PRIVATE DUTY| 11/2014- 01/2020

- Provided daily at home care for a elderly patient with multiple terminal illnesses which included Congestive Heart Failure, Dementia, COPD and Sugar Diabetes.
- Provided patient with a balanced diet for Breakfast, Lunch & Dinner
- Closely monitor of patient vital signs, physical/ mental condition by observing things such as weight loss/ gain, blood pressure & Glucose levels
- Daily housekeeping services such as laundry, shopping for food/household items.
- Helped with physical mobility and transferring so the patient can be functional within her home
- Provided personal care assistance with things like showering, drying off, putting clothes on the patient. Along with lotion to prevent dry/ cracked skin.

### CUSTOMER SERVICE MANAGER | STACKABLE SENSATIONS | 03/2015-04/2016

- Provided timely and accurate information to clients via phone or email with updates such as up to date order information
- Closely monitored orders that had tight deadlines to make sure they arrived on-time for the client's event.
- Gave clients information on product styles and imprint methods for potential
- Worked closely with production managers, presidents and vice presidents of companies on orders that needed to be completed with strict deadlines
- Managed 20+ orders a day with things like order updated information on the order
- Tracked orders via UPS, Fedex and other large freight carriers.

### INSIDE SALES REPRESENTATIVE| GORDON SINCLAIR|04/2012 -06/2014

- Represented the Canadian territory distributors/ sales reps who would come directly to me for product information, order changes, rush orders, art
- Created CO-OP's for customers that needed program pricing
- Worked with headquarters to figure out problem resolution and rebuild client satisfaction
- Worked daily with internal partners in the accounting department, art department and production department.
- Key account rep for anyone who had over \$50,000+ a year in sales
- Assisted clients with product pricing and imprint information

## **INTERNET MARKETING COORDINATOR | GORDON SINCLAIR | 04/2012 - 06/2014**

- Created the eCommerce website and managed the upkeep of the website
- Built products using HTML/CSS/JS & CR codes
- Managed social media content (Facebook, Pinterest & Instagram) with upcoming shows, new products,
- Managed promotional product search engines such as Sage & ESP
- Managed distributors search engines such as Staples Promotional Products, 4Imprint (US & Canada) & Promocan (Canada)
- Worked with the President of Sales & Marketing with proofreading the company catalog for the years 2012, 2013 & 2014.
- Provided Phone, chat or in-person support for Gordon Sinclair eCommerce website login
- Created yearly spreadsheets (200+ items) in Microsoft excel and sent them to distributors

## **Education**

### **MEDICAL BILLING & CODING | 08/2016- 01/2019 | BRYANT & STRATTON ONLINE**

- 60 credit associate's degree program that meet the standards set by the AHIMA and the AAPC
- Gained the knowledge and ability to use ICD-10, CPT and HCPCS Level II codes
- Knowledge to understand medical terminology and common pharmacological treatments
- Learned about specific protocols to diagnose codes for illness, injuries and medical service for patients

### **BUSINESS ADMINISTRATIVE | 01/2009-02/2010 | NORTHLANDS JOB CORPS**

- Learned use of photocopiers, scanners, Fax machines and filing folders & documents
- Created, maintained and entered information into data bases
- Knowledge in Microsoft Office Suite: Word, Excel, Power point, Outlook
- Assistant Dorm Manager in dormitory & Community Relations Officer on Student Governemnt
- Interned in the Wellness department where my learned skills as a office assistant was used. During my internship I also created medical safety kit for each dorm room on campus.

## **Skills & Abilities**

### **COMPUTER & SOFTWARE**

- Adobe: Photoshop, Illustrator & InDesign
- Ability to type 60 WPM at 95 % accuracy
- Microsoft Office: Word, Excel, PowerPoint, Outlook
- QuickBooks
- Creating QR Codes
- SEO Optimization
- File Transfers: Dropbox, Google Drive, FTP Sites, Box.com
- Installing & Maintaining Computer Systems & Networks
- Data Entry/ Note Taking
- Convert photos into different formats such as .jpg into a .eps or .ai file

## **OFFICE**

- **Multiline Phones (4-6 lines)**
- **Multiple email accounts**
- **Faxing, Hard Copy/ Electronic Filing**
- **Office Supply restock**
- **Excellent written and oral communication skills**
- **Time Management & Scheduling**
- **Attention to Detail with excellent multitasking abilities**
- **UPS/FEDEX & USPS Mailing/ shipping and receiving**

## **References**

**AVAILABLE UP ON REQUEST**