

Contact

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(LinkedIn)

Top Skills

Customer Service
Data Entry
Phone Etiquette

Languages

English
Spanish

Monica Lamadrid Nava

Hearing Screener
San Antonio, Texas

Summary

QUALIFICATIONS

Customer service and sales skills
Problem-solving and analytical abilities
Speak, read and write English and Spanish
Strong computer and computer software knowledge, skills and abilities
Flexible, open-minded, and solution-oriented

Experience

Pediatrix Medical Group

Hearing Screener
October 2016 - Present

Provide excellent customer service.
Perform hearing screens on newborn babies.
Follow appropriate standard operating procedures for protocols.
Record results and entering required data into system.
Sets patients appointments through established guidelines.
Adhere to hospital regulatory requirements.

Mom365

Newborn Photographer
June 2015 - October 2016 (1 year 5 months)

Keep up to date with hospital regulations.
Provide Moms with great service while creating memorable moments with my photography.
Photograph newborns in a hospital environment while keeping with sanitary regulations of the hospital.
Order sales supplies and keep inventory..
Receive payments from clients and submit orders.
Help mom and families to personalize their products and answer questions they may have.

The Mesquite newspaper-Texas A&M University-San Antonio

Photo Editor

January 2013 - May 2014 (1 year 5 months)

Represent the newspaper in a professional way out on events.

Professional telephone etiquette when calling sources back.

Created content for the website and social media outlets.

Mediate between reporters and photographers.

Worked under pressure to ensure meeting of deadlines.

Oversee inventory of video and photo equipment.

The Ranger Newspaper-San Antonio College

Photographer/Photo Editor

August 2012 - December 2013 (1 year 5 months)

In charge of giving assignments to other photographers.

Make sure all the photo requests were assigned.

Check the other photographer's captions are correct.

Select and edit the pictures that are going to the print paper.

Education

Texas A&M University-San Antonio

Bachelor's Degree, Communications · (2014 - 2017)

San Antonio College

Associate of Arts (A.A.), Photography · (2008 - 2013)