

Jane Conroy

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Education

University of South Florida

B.S. Healthcare Administration

Magnet Innovation Center

High School Diploma

Experience

Client Service Professional - December 2025-April2026

H&R Block

- Front Desk Associate

Volunteer

Ascension Sacred Heart

- Served as the first volunteer in this role over the course of a summer, shadowing the receptionist and various technicians to learn clinic operations and patient flow.
- Greeted patients and visitors, maintaining a welcoming front-desk presence in a clinical environment.
- Sanitized surfaces, learned basic HIPAA laws, cleaned rooms between appointments.
- Restocked towels, waters, medical gloves, and other linens to maintain supply readiness throughout the day.
- Observed communication between radiology technicians, radiologists, patients, and insurance companies regarding scans.

Volunteer

Alaqua Animal Refuge

- Completed 113 hours of volunteer service across medical, quarantine, dog walking, greeting, events, and outreach areas.
- Performed hands-on handling and care of dogs in various shelter environments.

Shadow

Paws in Paradise Animal Hospital

- Shadowed receptionists, health administrators, veterinarians, veterinary technicians to observe clinic operations and patient intake workflow.
- Gained exposure to front-desk and back of house operations in the business of veterinary practices.

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Skills

Administrative: Scheduling Appointments, Data Entry, Managing Phone Systems, Checking and Restocking Inventory, Cash Register Operation, Handling Sensitive Information (SSNs, Addresses, Birthdays, Numbers)

Software: Microsoft Office Suite, Google Workspace, Canva, Basic GPT, Transcribing

Interpersonal: Client & Patient Relations, Greeting, Teamwork, Active Listening, Conflict Resolution, Empathy, Friendly with Animals

Languages: Fluent English & Beginner American Sign Language

I have a car and I'm willing to drive