

## **JOSEPH PALMER**

**702-249-8736 | josephrobertpalmer@gmail.com**

### **Summary**

Dedicated hard worker with a tenacious work ethic to complete responsibilities with great efficiency. Recently completed 60 Hour NV Community Manager Courses and passed my NV CAM State Exam.

### **Education**

Bachelor's Degree- Business Management Western Governors University  
Completed March 2018

### **Experience**

#### **•Kinex Medical- Las Vegas, NV & Urbandale, IA**

Patient Care Representative, December 2016- Present

- Provide exceptional customer service to patients and medical facilities.
- Troubleshoot and resolve any issues patients may be having.
- Train other employees to be successful in their positions.

#### **•Wallace Neumann and Verville, LLC- Las Vegas, NV**

Office Manager, June 2015-November 2016

- Provide clerical support for Accountants and staff.
- Ordering office materials and supplies for the company.
- Answering phones and interacting with clients and staff.

#### **•FirstService Residential Nevada**

Front Desk/ Team Lead Customer Care Associate November 2013-June 2015

- Assist homeowners that come into the office for assistance.
- Assist managers and assistants in the office.
- Lead a team of 15+ representatives.
- Coach and provide feedback to help representatives provide excellent customer service and be proficient at their positions.

### **Goal**

To obtain a position with a company that can utilize my skills and work ethic and grow with the organization and become a valued asset to the team.