

Samantha L. Joslin
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Customer Service Manager – Hamilton Company Sparks, NV 11/2020 – Current

- Manage teams across multiple specialties
 - Conflict resolution
 - Business reporting
 - Recruiting, Staffing, Training
 - Process management/improvement
 - Delegated responsibilities to individuals and groups to aid in career/skill growth and drive
- Built and maintained strong relationships with large client groups
 - Created clear goals and expectations from the business including return expectations
 - Communicated expectations to teams for seamless follow-through and highest opportunity for plan success

Office Manager – Dr. Jennifer L. Shane & Associates Reno, NV 10/2019 – 11/2020

- Manage front office of a six doctor Optometry practice
 - Training
 - Conflict resolution
 - Filing, Data entry, Answering phones, Scheduling
 - Direct and assist patients upon arrival
 - Vision insurance billing and coding
 - Inventory management
 - Invoice verification

Director of Customer Success – Bennett Medical Services Sparks, NV 7/2012 – 10/2018

- Managed teams ranging from 2–35 employees across various departments and locations
 - Conflict resolution
 - Business reporting
 - Recruiting, Staffing, Training
 - Process management/improvement
 - Delegated responsibilities to individuals and groups to aid in career/skill growth and drive
- Built and maintained strong relationships with large client groups
 - Created clear goals and expectations from the business including return expectations
 - Communicated expectations to teams for seamless follow-through and highest opportunity for plan success
 - Coordinated with third-party vendors and other external companies for the best use of their programming for increased efficiency and improved transparency for referrals
- Aided in the design and implementation of new company-wide operating system that increased manager visibility, ease of onboarding, expedited training time, and increased team efficiency

Office Manager - Care Services of Nevada, Inc. Reno, NV 6/2011 – 7/2012

- Supervise front desk staff including Recruiting, Staffing, Training, Payroll
- Liaison for company issues such as staff-client conflicts and covering shifts for absent staff
- Oversee organization/function of the office
 - Quarterly reports, state billing, and complete applications for government programs