

**Samantha L. Joslin**  
samantha.l.joslin@gmail.com  
(775) 750-6999

**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