

Malik Butlern

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- Enthusiastic and Ambitious Professional with 3 years of Customer Service Success
- Develops strong relationships with others to benefit sales and retention, to maintain a growing relationship with consumers.
- Excels in a fast-paced environment; outstanding problem-solving skills
- Tech-savvy with talent in Microsoft Office Suite and Internet Research
- Eager for new challenges and cultivate best practices

Experience

Jefferson Hospital

Radiology Technician Assistant

5/1/18- Present

- Systems Support and Data Entry
- Assist Radiologists in all aspects needed to enhance productive workflow
- Proficiently utilize multiple IT and Radiology-centric computer systems
- Monitor system dashboard for critical result reports and facilitate doctor to doctor communication.
- Able to accurately convey report information to healthcare providers, accurate documentation of interactions must be kept.
- Accurately upload outside facility images and reports into Radiology EPIC system with appropriate and accurate order information for interpretation by Radiologist.
- Provide customers with images, in film or CD format when requested acquiring all necessary consents and form completion.

Boys and Girls club of Philadelphia

2017 – 2018

Camp Counselor

- Planning, leading, and implementing core and non-core programs and experiences for children in a small group setting.
- Also responsible for the general safety and development, growth, and skill achievement of the participants in his/her group.

University of Pennsylvania, Wharton School of Business

2016 – 2017

IT Support Specialist

- Responding to help desk tickets, answering calls and taking information in a professional manner.
- Ensuring pleasant and helpful demeanor at all times.
- Solving problems and deescalating situations quickly and efficiently.
- Troubleshooting computers, printers, tablets, and email for entire Wharton Business School administration staff (236 professors in addition to support staff and employees).
- Maintained technology while assisting administrative staff with information technology issues making their jobs less troublesome by doing so increased productivity.
- Performed network management, software development, and trained non-technical staff.

Rite Aid Pharmacy

2013 – 2015

Customer Service Representative/Pharmacy Technician

- Assisted customers, directing them to desired products, answering questions, and processing returns and refunds.
- Provided friendly and pleasant interaction to each customer.
- Performed administrative responsibilities such as completing paperwork, pricing drug orders, and maintaining daily and weekly reports.
- Counting pills and making refills for customers.

Education

Temple University
Credits Earned, Management Information systems

July 2018 to Present