



## SUSAN A. WHITFIELD

Permanent Address:  
86-93 188th Street  
Hollis, NY 11365  
(718) 483-9823

**Email:** [bf25889@binghamton.edu](mailto:bf25889@binghamton.edu)

Present Address:  
186 Cedar Street  
Vestal, NY 13905  
(607) 722-1876

### MEDICAL REPRESENTATIVE

*Anticipating Biology graduate, passion and well-versed in the sciences; interested in Medical Representative position to help enhance the quality of health care and meet patient needs. Experienced in customer service, recruitment, administration, and event planning. Active community member, mentor, and participant in Phi Sigma Sigma.*

### Education

**Bachelor of Arts, Biology;** Major: French; GPA: 3.6 Expected 05/2014  
Binghamton University, State University of New York

**Curriculum Highlights:** Cell & Molecular Biology > Organisms & Populations > Human Anatomy & Physiology > Microbiology > General Chemistry > Organic Chemistry > General Physics-Labs in Biology, Chemistry, & Physics-General Psychology, Developmental Psychology, Statistics

**Special Project:** Actively participated in extensive e-mail package exchange in French with community resident.

### Relevant Experience

**Intern** Wilson Hospital – Rehabilitation Unit, Johnson City, NY 01/2013–Present

- Offer support to patients undergoing therapeutic regimens. Answered questions and concerns on procedures including use of exercise equipment.
- Observed a broad range of treatments used on patients to improve health care.

**Special Event Assistant** Phi Sigma Sigma National Security 2014–Present

- Collaborated with colleagues to plan and implement project supporting medical center in Israel.

### Professional Customer Service/Administrative Experience

**Customer Service Representative/Membership Recruiter** Summer 2010/2011/2012

Automobile Association of New York – Melville, NY

- Thoroughly researched and outlined automobile trips utilizing computer and route books.
- Strategically planned vacation itineraries; received emergency road calls, dispatched assistance.
- Successfully prospected new members and trained and oversaw incoming employees.

**Clerical Assistant** 2010–2012

Brown Real Estate – Bayside, NY

- Served as representative of the real estate organization and first point of contact at front desk.
- Performed various tasks with the objective of enhancing organizational effectiveness and efficiency such as responding to phone inquiries, data entry, maintaining client files, and preparing mailings.

### Secretary, Executive Board

Phi Sigma Sigma National Security

Document meetings and report on proceedings and consistently keep updated records. Participate in revising chapter constitution.

