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# ZENNIA LYNCH

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## PROFESSIONAL SUMMARY

Experienced worker with customer service and administration skills. Over 7 years of experience in customer service and admin. A practiced leader and advocate passionate about helping others and creating memorable experiences. Goal-oriented, energetic, and dependable, with a hope to become a future mentor for others.

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## SKILLS

- Google Workspace
- Adobe Creative Cloud
- Microsoft Office Suite
- WordPress
- Epic Certified
- Intermediate Japanese
- Elementary Korean

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## PROFESSIONAL EXPERIENCE

### Kipling & Clark - Part time | Chicago IL

Greater Asia Travel Manager & Content Editor | June 2018 - Present

- Promoted from intern (2018) to current position.
- Wrote for weekly newsletters and designed custom itineraries.
- Facilitated CRM 1% annual sales donation agreement with Doctors Without Borders.
- Maintained phone, email, and in-person communication with clients.
- Reorganized internal database systems to increase efficiency.

### Performance Podiatry Partners - Full time

Physician Extender/Medical Assistant | June 2025 - September 2025

- Fulfilled morning duties such as turning on equipment, restocking rooms and printing the appropriate paperwork for the days patients.
- Performed patient intake including chief complaint, preliminary x-rays and reported to the doctors.
- Shadowed the doctors during patient interactions and sent the appropriate prescriptions, MRI or physical therapy referral and scheduled any additional follow up appointments .
- Coordinated all parts of the custom orthotic process from initial mold casting to dispense, including the appropriate paperwork.
- When needed, stepped in for receptionist duties which included taking copays, checking insurance coverage and coordinating with the back office/MA's to get the patient roomed.
- Executed maintenance duties such as autoclaving dirty equipment, wiping down chairs and sweeping rooms.

### UI Health - Part time | Chicago IL

Labs/Pathology Customer Services Representative | January 2025 - May 2025

- Checked in patients with Epic.
- Coordinated with phlebotomy technicians for time-sensitive tests.
- Advocated for patients' needs and practiced patient-centered service.
- Processed intake medical and insurance information.
- Verified prior authorizations and VA referrals.

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## EDUCATION

### The New School New York City, NY | 2019-2023

Bachelor of Arts Degree in Screen Studies  
Minor in Film Production and Japanese Studies

### Francis W. Parker Chicago IL | 2015-2019

High School Diploma

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