

# CAMILLE ESME PATTERSON

14 Beazley Avenue,  
Paparangi,  
WELLINGTON

[camillepatterson@protonmail.com](mailto:camillepatterson@protonmail.com)

027 4490026

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## **PERSONAL PROFILE:**

My name is Camille Patterson. I am 46 years old. I live with my partner Steve in Paparangi, Wellington. We have four children Jess 27 years, Tyler 26 years, Liam 23 years and Charlize 18 years and two grandchildren.

I have been working at the CCDHB for over 6 years. I have 6 years of Reception / Administrative skills. I have over 26 years of customer service skills.

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## **STRENGTHS / ABILITIES:**

- Experienced Medical Administration skills
- Experienced computer and keyboard skills
- Intermediate knowledge of Microsoft Office Word and Microsoft Office Excel.
- Reliable
- High integrity and honesty
- Quick learner and take direction well
- Loyal employee
- High attention to detail
- Good old-fashioned customer service skills.

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## **WORK EXPERIENCE & SKILLS GAINED:**

**March 2015 – Jan 2022      Ward Administrator – Delivery Suite Wellington Hospital CCDHB**

My role in Delivery Suite at Wellington Hospital is a very busy sole Reception / Ward Administration and bookings clerk role. I am currently working shift work, an 8-hour / 24 hour / 7 day rotating roster.

However as you can see below I have had two other positions outside of the Hospital during this time.

I became a Permanent Casual in Delivery Suite doing more administrative / booking work behind the scenes. Covering the desk two days a week while doing work in the Private Health Sector also.

My position requires me to be the first point of contact that patients and the public come to when entering Delivery Suite. I have a very varied position with many different procedures needed for each patient in a very acute area.

I am to admit / discharge / transfer and register Women and their Newborns to the ward / other wards and other hospitals.

I need to work closely with clinical staff, outside organisations and other hospitals.

A lot of the time, I have two or three jobs going at the same time. Very common on all shifts. Priority and multitasking is of key importance.

I also facilitate the normal weekly administration tasks of ordering stock items & clinical documents and maintenance issues. I have also trained many new staff members in this role.

- Receptionist, phone operator and security door operator
- Using secure Patient Management Systems
- Communicative skills
- Sole administrator for the ward – ward cover of other wards after hours
- Supporting clinical staff
- Acute priority management
- Problem solving
- Multi-tasking skills
- Attention to detail
- Clinical data entry / bookings clerk
- File tracking for patient movement and clinics
- Reliability
- Confidence – collation of patient notes ready for coding or transfer
- Clinical knowledge
- Trust
- Working as a team
- Organisational skills
- Multi procedure knowledge
- Patient management systems knowledge
- Admitting / transferring and discharging of patients in real time
- Data entry of acute out of town patients to the ward
- Registering Newborns and capturing important data for external sources
- Trainer in administration for the ward

### **March 2020 - December 2020 Mobile Ward Administrator - Wellington Hospital**

My role as a Mobile Ward Administrator was a busy role that required me to learn many wards at Wellington and Kenepuru Hospitals & be able to cover them when needed. This could mean a change to my roster the night before due to sickness of staff.

My position required me to be the first point of contact that patients and the public come to when entering the wards.

It was a very varied position with many different ward procedures depending on what ward I was covering.

Most of the wards were standard admitting or transfer Wards but some were more busy, more acute or intricate.

Acute or intricate wards were: Delivery Suite, ICU, NICU, Kenepuru Theatres, Te Mahoe & learnt all their different procedures.

I was to admit / discharge / transfer patients.

Organise and request patient files and notes and have them ready for clinical staff.

I needed to work closely with clinical staff, outside organisations and other hospitals.

- Receptionist, phone operator
- Communicative skills
- Administrator for the ward – ward cover of other wards after hours
- Supporting clinical staff

- Acute priority management
- Problem solving
- Multi-tasking skills
- Attention to detail
- Clinical data entry / bookings clerk
- File tracking for patient movement and clinics
- Reliability
- Confidence – collation of patient notes ready for coding or transfer
- Clinical knowledge
- Trust
- Working as a team
- Organisational skills
- Multi procedure knowledge
- Patient management systems knowledge
- Admitting / transferring and discharging of patients in real time
- Data entry of acute out of town patients to the ward

### **January 2019 - March 2020      Medical Receptionist - Pacific Radiology**

My role at Pacific Radiology was a Reception / Administration role. In this role I was the first point of contact for patients and the public either at the counter or by telephone.

This was a busy reception role where the queue could be very long with patients waiting for service.

Arriving the patient and making sure all documents given were correct and doing so in a timely manner.

Other than reception duties and arriving patients my role required me to take an administration role where I processed images and documentation for an outside organisation.

- Receptionist, phone operator
- Patient Booking Administrator
- Communicative skills
- Supporting clinical staff
- Acute priority management
- Problem solving
- Multi-tasking skills
- Attention to detail
- Clinical data entry
- Reliability
- Confidence
- Clinical knowledge
- Trust
- Working as a team
- Organisational skills
- Multi procedure knowledge
- Patient management systems knowledge
- Arriving of patients in real time
- Data entry

### **June 2017 - December 2018      Medical Receptionist - GP Practice**

My role at the Medical Centre was a Reception / Administration role. I worked 3 days a week at the practice. In this role I am the first point of contact for patients and the public either at the counter or by telephone.

Other than reception duties and arriving patients my role required me to take an administration role where I processed the enrolments of new patients. Generated invoices for patients and outside organisations. Received payments for services.

- Receptionist, phone operator and scheduling appointments
- Communicative skills
- Sole reception / administrator most of the time
- Good knowledge of MedTech software
- Private correspondence of prescriptions / referrals and electronic transfers
- Supporting clinical staff
- Acute priority management
- Problem solving
- Multi-tasking skills
- Money handling
- Attention to detail
- Enrolling patients into Medtech and NES
- Reliability
- Confidence
- Clinical knowledge
- Trust
- Working as a team
- Organisational skills
- Multi procedure knowledge
- Processing account payments
- General office stationery ordering

#### **Aug 2012 – March 2015    Newlands New World – Supervisor of Checkout/Café/Lotto**

My role at Newlands New World was a Supervisor role where I was in charge of frontline staff in Checkout / Cafe and Lotto. My Supervisor skills were used to bring a friendly and professional service for customers.

My role also required me to train new staff in all of these areas.

- Customer Service
- Checkout Operator
- Retail
- Communication skills
- Reliability
- Time management
- Attention to detail
- Money handling
- Answering telephone
- Patience
- Working under pressure during peak busy times
- Problem solving
- Confidence
- Trust
- Organisational skills
- Delegation – organising staff where they are needed for customer demand
- Lotto Operator
- Coffee Barista (2.5 years)
- Trainer for Checkout, Lotto and Café Operation

**Oct 2011 – Aug 2012**

**ENJO Consultant (Direct Selling Organisation)**

- Customer Service
- Selling chemical free cleaning products. Demo based home selling
- Data Entry, money handling and banking

**Jan 2011 – June 2011**

**CNS – Child Care, Home Educator, Nanny**

In this role, I cared for 4 preschool aged children. Along with the day to day care of the children I also followed the organisation's guidelines of teaching through play and age related activities.

- Trust
- Organisational skills
- Following of organisations learning and play guidelines
- Reliable
- Dependable
- Patience
- Kind
- Fun
- Fair

**2009 – 2011**

**TTL – Total Telecommunications LTD (contracted to TelstraClear LTD) Store/Inventory person**

- Data entry of goods and products into secure computer systems
- Refurbishing stock and boxing up to be reused in the community
- Stock take of stock on a daily basis
- Answering telephone
- Ordering stock when necessary
- Ordering removal of stock when necessary

**2001 – 2009**

**Weight Watchers LTD – Weight Watchers Leader and Weigher/Recorder**

- Customer service
- Confidentiality (not disclosing personal information)
- Trust
- Reliability
- Confidence (talking in front of large groups of people)
- Motivational speaking
- Money handling and banking
- Recording information and data

**2001 – 2002**

**Online Security Services – Brookers Publishing**

- Collating / updating pages from legal publications ready for distribution
- Concentration
- Accuracy and time management

**1992 – 2001**

**Self Employed Domestic Cleaner and Child Care**

In this role, I was employed to clean residential homes for customers mostly while the customers were at their own workplace. Some of the homes I cleaned also involved caring for the children of the household.

- Time management
- Organisational skills
- Attention to detail
- Trustworthy
- Reliable
- Dependable
- Patience
- Kind
- Fun
- Fair

**1988 – 1992**

**Wellington Girls College**

- 4.5 years of Touch Typing

***OTHER LEARNING / REPORTS:***

NZQA Certificate in Retail (level 3)

Wellington Free Ambulance First Aid Certificate - 12/7/2017  
Resuscitation Refresher for Administration Staff

Police Vetting Report - 16/01/2019

***REFEREES:***

**Helen Arbuckle**

Team Leader at Pacific Radiology  
**021 973529**

**Alison Curran**

Acting Charge Midwife at Wellington Hospital  
Registered Midwife & Practice Manager  
**021 566652**

**Darren Blake**

Manager at Newlands New World  
**027 3674684**