

MONIQUE THOMAS

FOOD AND NUTRITION SPECIALIST

CONTACT

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PROFILE

Personable professional with exceptional communication skills seeking to provide patient care services as a dietetic technician. Eager to apply knowledge of food and nutrition and use my passion and problem-solving skills in order to exceed quality standards in the food and nutrition field.

AREAS OF EXPERTISE

- FOOD SAFETY PROTOCOL
- SANITATION AND MICROBIOLOGICAL CONCEPTS
- CREATING AND CORRECTING MENU ORDERS BASED ON DIETARY NEEDS
- CRITICAL THINKING, ANALYTICAL SKILLS, TROUBLESHOOTING, AND PROBLEM-SOLVING SKILLS

EXPERIENCE

CALL CENTER OPERATOR/DIETARY AIDE

BRIGHAM AND WOMEN'S HOSPITAL
2012-2017

- * Compiled both phone and in-person meal orders during peak hours for 850 patients according to dietary restrictions
- * Contacted unaccounted patients to ensure full meal delivery
- * Reviewed therapeutic diet orders, making necessary substitutions, and submitting meal orders via Compnutrition
- * Delivered meal trays utilizing sanitary guidelines
- * Managed patient nourishment, supplements, and tube-feeding deliveries
- * Conducted nutrition and dietary training for new call center operators and dietetic interns

EDUCATION

FRAMINGHAM STATE UNIVERSITY

2012

Bachelor of Science in Food and
Nutrition

CERTIFICATION

Registered Dietetic Technician

2021

In progress

ServSafe Manager Certification

2021

In progress

INTERNSHIP

WIC PROGRAM INTERN
FRAMINGHAM, MA

VOLUNTEER EXPERIENCE

GREATER BOSTON FOOD BANK
QUALITY CONTROL
BOSTON, MA

DIETETIC TECHNICIAN

WALDEN BEHAVIORAL CARE

2017-2018

- * Supervised menu completions for 40 eating disorder patients
- * Review diet records to ensure patient food choices align with dietary plan
- * Created and maintained documentation in excel to place and email food orders to the Children's Hospital for preparation and delivery
- * Procured specialty items for patients with allergies using Instacart
- * Edited menus for food service company and provided better combination suggestions

ADMINISTRATION ASSISTANT

NORTHEAST FUNCTIONAL MEDICINE

2018

- * Assisted a physician in establishing an independent practice that launched with 175 patients and 3 staff members
- * Inventoried public-facing materials and updated the brand
- * Responded to incoming communications (phone, voice, emails, mail)
- * Scheduled appointments and follow-up visits ensuring patients were given lab kits, informational packets, appropriate supplements and payment receipts
- * Supervised the inventory of supplements and specialty medications and alerted the physician of needs

PATIENT CARE REPRESENTATIVE & RECEPTIONIST

2018-2021

- * Contracted on a temporary basis as a Receptionist, Patient-Care Representative, and Managed Care Service Representative for various organizations within the Boston area
- * Performed diverse secretarial duties for a total of approximately 100 medical staff members, including physicians, nurse practitioners, and physical therapists at Boston Medical Center
- * Utilized EPIC to input hundreds of new patients, update demographics, verify insurance, schedule appointments, page triage and message nurses within Boston Medical Center
- * Greeted in-person and phone customers (an average of 10 during shift) to determine appropriate respondent, performed data entry and researched and updated email addresses for company's campaign at K. Powers & Co, an interior design company in Needham, MA