Lamont Hampton

(832)388-9350 | lrhampton@mdanderson.org



**Objective**: Responsible professional with experience in customer service and support. Seeking a role where I can contribute my strong work ethic and expand my experience in the food service industry.

# EXPERIENCE

## MD Anderson Cancer Hospital | Patient Service Coordinator

## Houston, Texas

## August- 2022 - Current

* Efficiently manages patient arrivals for appointments, encompassing copayment collection and validation of patient insurance and demographics.
* Maintains precise daily appointment templates and patient records in OneConnect.
* Skillfully schedules and coordinates patient appointments, encompassing provider visits, diagnostic tests, procedures, and treatments as per provider orders.

## MD Anderson Cancer Hospital | Patient Transportation

Houston, Texas

February 2019 - August 2022

* Transported patients, specimens, expired patients, medical records, and films safely and efficiently throughout the institution.
* Assisted clinical staff with safely moving patients to and from beds, wheelchairs, and stretchers.
* Met and followed productivity standards and compliance regulations set forth by the department.

**Le Meridian Hotel** | Zutro Restaurant supervisor

Houston, Texas

September 2021 – October 2023

* Ensuring incoming staff complies with company policy.
* Training staff to follow restaurant procedures.
* Maintaining safety and food quality standards
* Keeping customers happy and handling complaints
* Organizing schedules
* Keeping track of employees’ hours
* Recording payroll data
* Ordering food, linens, gloves and other supplies while staying within budget limitations.
* Supervising daily shift operations
* Ensuring all end of day cash outs are correctly completed.
* Coordinating daily front- and back-of-house restaurant operations
* Controlling operational costs and identifying ways to cut waste.
* Appraising staff performance
* Interviewing/recruiting new employees.
* Interacting with guests to get feedback on product quality and service levels.

**Le Meridian Hotel** | Zutro Restaurant Host

Houston, Texas

July 2021 – September 2022

* Greeting customers as they walk into the restaurant.
* Helping guests with reservations and guiding them to their table
* Giving guests accurate wait time estimates and seating them in the waiting area
* Providing customers with menus and answering any initial questions they may have.
* Optimizing seating at different tables to ensure even workload for wait staff.
* Answering phones and scheduling reservations with large parties

**Ra Sushi** | Busser

Atlanta, Ga

Feb 2016 – Aug 2019

* Maintain a clean work environment throughout the shift.
* Assisting the servers with pre-bussing/clearing tables, running drinks and food, and relaying any messages they receive from the guest to the server or a manager.
* Refilling water pitchers that go on tables and placing them in the cooler.
* Bussing/cleaning/sanitizing tables and resetting them appropriately.

# Education

## Art Institute of Atlanta – 2010-2012

Fashion Merchandising