

# KENNEDY ANDREA SAMS

Houston , TX  
2193595559 | kennkenns1215@yahoo.com

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## PROFESSIONAL SUMMARY

Dynamic and results-oriented professional with a diverse skill set developed through roles in service and administrative sectors. Experienced in leadership, operational management, and customer service. Proven ability to thrive in fast-paced environments while maintaining exceptional service standards. Seeking to leverage managerial and administrative expertise in a leadership role within healthcare administration.

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## WORK EXPERIENCE

**Front Desk Student Housing Work-Study**, Texas Southern University, Houston , Tx August 2022 - May 2023

- Performed administrative support and customer service to a diverse student population.
- Enhanced multitasking capabilities by supervising inquiries, processing paperwork, and coordinating events.
- Created a welcoming and supportive environment for residents.

**Real Estate Administrative Assistant**, SLW realty group, Hammond Indiana March 2021 - May 2022

- Assisted with scheduling, documentation, and client inquiries, improving organizational efficiency.
- Developed expertise in property management and client relations, fostering positive interactions with clients.
- Enhanced attention to detail through meticulous handling of administrative tasks.

**Front desk Specialist** , Howard Brown Health Clinic, Chicago , IL January 2020 - January 2021

- Enhanced attention to detail through meticulous handling of administrative tasks.
- Developed strong problem-solving skills to address patient needs and resolve conflicts efficiently.
- Managed patient inquiries and scheduled appointments in a high-stress environment, ensuring compassionate service.
- Collaborated with healthcare professionals to streamline operations and enhance patient experiences.
- Scheduling, documentation, and client inquiries, improving organizational efficiency.
- Developed expertise in property management and client relations, fostering positive interactions with clients.

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## EDUCATION

**Bachelors of science (ongoing)** June 2026

University of Houston, Houston , TX

- Major in Biology

**Bachelor of Science** May 2026

University of Houston, Houston, TX

**High School Diploma** June 2022

Calumet New Tech High School, Gary , IN

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## SKILLS

- Leadership & Team Management
- Customer Service
- Organizational & Multitasking Abilities
- Problem-Solving Skills
- Attention to Detail
- Effective Communication
- Knowledge of Property Management
- Computer skills
- Data entry
- Office administration
- Microsoft word

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## CERTIFICATIONS

(if applicable)

- Cardiopulmonary resuscitation ( CPR)

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## VOLUNTEER EXPERIENCE

**Healthcare Support Volunteer**, Methodist Hospital, Houston , TX

September 2024 - Present

- Provided essential administrative and logistical support in a healthcare setting.
- Answered phones for patients, civilians , and other healthcare workers.
- Restocked medical supplies in unit for nurses and doctors.
- Examined minor medical procedures to assist healthcare professionals.
- Performed data entry tasks for accurate record-keeping.
- Ensured needs were met efficiently, contributing to a smoother workflow.
- Enhanced overall patient experience by maintaining an organized and supportive environment.
- Focused on healthcare professionals on delivering quality care through proactive assistance.

**Healthcare Support Volunteer**, Texas Children Hospital, Houston , TX

January 2024 - March 2024

- Engaged with children undergoing cancer treatment by facilitating play and creative activities in playroom.
- Organized games and activities for young patients and parents.
- Provided emotional support to children undergoing cancer treatment .
- Ensured a safe and welcoming environment in playroom for young patients.
- Fostered joy and normalcy during treatment to alleviate stress.
- Promoted emotional well-being and resilience during challenging times.
- Engaged with children by facilitating play and creative activities in playroom
- Made a meaningful impact on hospital experience for young patients

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## CAREER GOALS

Aspiring to pursue a leadership position in a dynamic environment where I can drive positive change, foster teamwork, and contribute to organizational growth, particularly within healthcare administration.