



# BREANA HANNAH

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To work in a professional friendly environment where I can have a solid foundation, learn new things, enhance my knowledge in patient and customer care, and gain knowledge in customer service for my future endeavors.

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## WORK EXPERIENCE

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### Administrative Assistant

**Coastal Behavioral Health** - Savannah, GA

April 2019 to Present

- Bill inpatient charges through the program Azalea
- Faxing and scanning records.
- Collect and file data in patient charts.
- Relay questions and concerns from Patients and staff to Psychiatrist.
- Answer and transfer calls.
- Familiarity in Microsoft Office.
- Excellent at multi- tasking.
- Administrative skills with careful attention to detail.
- Works well under pressure.
- Outstanding organizational skills.
- Encourage patients to have a positive outlook on life.
- Anticipate the needs of others.

### Sales Associate

**Vera Bradley** - Pooler, GA

April 2018 to February 2019

Engage the guest and enhance their experience through product awareness and team selling.

- Treat all Vera Bradley employees and guests with respect and maintain a positive work environment.
- Drive store results through add on selling and conversion that meet the guests needs.
- Maintain standards through assistance in visual merchandising excellence.
- Help to maintain a clean, organized and inviting environment for the customer.
- Maintain organization of stock room.

### Savannah - Hiring and Training Specialist

**Old Navy**

November 2016 to June 2017

Ensures all associates are effectively trained on Old Navy Standards, product knowledge, and all company programs and initiatives.

- Prepare team for peak business and proactively address concerns that impact store.
- Help ensure profitability by meeting supply and facilities budgets.
- Effectively communicate with team to achieve store goals.
- Provide outstanding customer service to all customers.
- Lead a team of associates with the everyday business operations making sure store policies and procedures were met.
- Confirmed that all new associates are given adequate training to fulfill the job roles.

## **Supervisor**

### **Stage Stores Hinesville**

May 2013 to November 2016

Engaged with and understood customer needs, added to overall experience.

- Managed cashier drawers and closed the store in an efficient manner.
- Resolve customer complaints in a satisfactory manner.
- Promote teamwork to meet store goals.
- Effectively lead shift team to meet the store goals.
- Recognized and awarded employees for exceptional work.

## **Receptionist**

### **American Brain Psychiatry**

May 2013 to April 2016

Performed duties such as filing and photocopying.

- Answer incoming telephone calls and interpret needs of customers.
- Scheduled follow-up appointments, took and relayed messages, sent emails and faxes.
- Maintained a clean and organized workspace.
- Assisted with station preparation, stocking and sanitation.
- Answer inquiries about office location and services
- Coordinate billing.

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## **EDUCATION**

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### **High school**

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## **SKILLS**

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- **Receptionist**
- **Filing**
- **Scheduling**
- **Data Entry**
- **Billing**
- **Customer Service Skills**
- **Management**
- **Microsoft**
- **Microsoft Office**

- Microsoft Word
- Organizational Skills
- Outlook

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## CERTIFICATIONS AND LICENSES

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### **CPR/BLS**

January 2019 to January 2021

### **Driver's License**