

Rhiannon Chaffins

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EXPERIENCE

University of Missouri, Columbia, MO — *Procurement and Asset Specialist*

September 2025 - Present

TBD

University of Missouri Healthcare, Columbia, MO — *Patient Service Representative; Pediatric Orthopaedics*

October 2023 - September 2025

As a patient service representative, my main responsibilities consisted of checking in and out up to 80 patients per day. This included confirming personal information such as name, date of birth, address, insurance, financial responsibility, and more. Other primary responsibilities included creating and submitting daily CRR reports, collecting payments, calling patients to schedule referrals and follow up appointments, rescheduling provider cancellations, and implementing requested schedule changes. I further assisted with uploading and procuring radiology images for patients, answering all front desk phone calls, uploading secure patient documentation, and creating patient charts. When needed, I also assisted with or individually completed specific management requested tasks.

Kelly Education, Polk County, FL — *Substitute Teacher*

November 2022 - June 2023

As a substitute teacher, I instructed and managed students in place of the absent teacher. My responsibilities included quickly and effectively examining and following given lesson plans, classroom management, and school policies. Furthermore, I kept track of, and reported, absences, student behavior, and completed tasks. For long-term assignments, further responsibilities included; creating and reporting lesson plans and classroom management. In addition, I was regularly tasked with understanding and effectively implementing technology-based lesson plans.

EDUCATION

Moberly Area Community College, Moberly, MO — *Associate of Arts in Social and Behavioral Science*

January 2021 - July 2022

- Major GPA: 4.0 | Cumulative GPA: 3.6

University of Missouri, Columbia, MO — *Bachelor of Educational Studies; Information Science and Learning Technologies*

January 2024 - Present

- Current Major GPA: 4.0 | Cumulative GPA: 3.7