

Shawanda Brooks

Providence, RI, 02908

401-919-2171

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QUALIFICATIONS AND SKILLS

- Outgoing, energetic people-person who thrives on working with a team
- Effective ability to communicate clearly and effectively
- Fast-paced multi-tasker able to accurately follow instructions and organize
- Strong attention to detail and proficient at running and handling office equipment
- Confident and engaging customer service with ability to explain complex concepts in an understandable and comfortable way
- Flexible and able to work second or third shift

EDUCATION

Website Design and Maintenance, YWeb Career Academy, Woonsocket, RI	2020
• Design, HTML, CSS, JavaScript, on-line portfolio creation	
Community College of RI, Providence, RI	2010-2018
High School Diploma, Mount Pleasant High School, Providence, RI	2010

PROFESSIONAL EXPERIENCE

Medical Assistant, Lifespan Physician Group - OBGYN Associates, Providence, RI 2012-2019

- Interviewed patients to obtain medical and mental health information and measured vital signs, weight, and height
- Explained complex anatomy concepts in colloquial terms to ensure patients fully understood diagnosis
- Contacted patients using multi-line phone to schedule appointments and exams
- Recorded patients' medical history, vital statistics, and test results in medical records
- Accurately managed medical files according to HIPAA procedures
- Prepared treatment rooms for patient examinations
- Collected blood, tissue, or other laboratory specimens, logged the specimens, and prepared for testing
- Cleaned and sterilized instruments and disposed of contaminated supplies through routine sanitization procedures

Administrative Assistant, Community College of RI, Providence, RI 2010-2011

Administrative Assistant, Serve Rhode Island, Providence, RI 2010

- Performed clerical duties such as scheduling appointments, receiving and directing calls, greeting and directing visitors
- Answered phones and gave information to callers, took messages, and transferred calls to appropriate individuals
- Maintained appointments and testing dates, collected payments for testing fee via check or money order
- Worked proficiently with Microsoft Word and other software to enter demographic information, check individuals in for tests, and administer tests
- Managed, entered, and tracked client data using Microsoft Excel spreadsheets

VOLUNTEER WORK

Program Assistant, Department of Children Youth and Families, Providence, RI	2010
• Assisted in filing client records according to HIPAA guidelines	
• Served as sortation associate for materials for children	
Home Health Aide, Private Client, Providence, RI	2009
• Built rapport with client and contributed to social and emotional health	

- Assisted with daily living and hygiene activities
- Accurately completed errands and household tasks