

**SHAWNA SAVAGE**  
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**OBJECTIVE**

An Administrative position with a focus on Client Relations/Customer Service

**EDUCATION**

**Bachelor of Arts - Psychology**

Salish Kootenai College, Pablo, Montana, June 2012

**COMPUTER SKILLS**

Microsoft Word, Excel, PowerPoint, Publisher, and Social Media applications

**RELATED EXPERIENCE**

**Palliative Care Data Specialist**

Providence St. Joseph Medical Center, Polson, Montana (January 2013 – present)

- Greet patients that come in for appointments.
- Phone patients for follow-up treatment and appointments.
- Collaborate with team on patient metrics and ensuring accurate patient data.
- Manage program database; data entry and retrieval.
- Designed and edited reports using Excel for quality improvement and grant reporting purposes.
- Attended monthly program meetings.
- Served as liaison for CEO/Administrative Team and new statewide Critical Access Hospital Grant

**Patient Service Representative**

Providence St. Joseph Medical Center, Polson, Montana  
(August 2012 – January 2013)

- Greeted patients in welcoming and professional manner.
- Responded to and directed patient/staff inquiries as appropriate.
- Performed patient check in and scheduled appointments for clinic in person and by phone.
- Assisted Human Resource Department with electronic medical file conversion and basic clerical tasks.
- Assisted in medical records and in other departments as needed; maintained electronic patient charts.
- Participated in EPIC conversion and Cadence training.

## **ADDITIONAL EXPERIENCE**

### **Intern/Project YES!**

North Carolina State University, Raleigh, North Carolina (May 2012 – present)

- Prepare and facilitate leadership development programs for youth of military families throughout the United States.
- Plan and coordinate with nationwide team of interns using Blackboard Collaborate and Skype to develop curriculum/agenda for military youth events.
- Engage youth six to eighteen, addressing issues related to deployment and life skills.

### **Work Study Assistant**

Business Office/Institutional Research Department

Salish Kootenai College, Pablo, Montana (2010 – 2012)

- Assisted with student inquiries, answered phones and prepped for presentations; helped with general clerical duties.
- Investigated and evaluated qualitative and quantitative research for college grant focusing on student success rates.
- Led focus groups and department surveys.
- Responsible for data entry into databases using coding and scanning.
- Helped compile reports using Excel and Access.

**References available on request**