**Shawna Romanelli**

14563 Fern St

Portland, Or 97223

541-852-1707

[romerz2007@yahoo.com](mailto:romerz2007@yahoo.com)

**Objective:**

Currently I am a dedicated student and becoming a successful, desirable, and educated individual. I would like to obtain a position with a company that will help me expand on my already acquired skills.

**Education:**

**Warner Pacific College - Portland, Or**

**Bachelor of Science in Human Development August 2014**

**Skills:**

* Leadership & Supervision
* College Composition
* Cultural Studies
* Conflict Resolution
* Foundations of Human Development
* Prenatal/Early Development
* MS Office Skills: Word, Office, Access, Excel, Power Point
* Keyboarding 45 WPM / Ten – Key 8,900 SPM
* Mid-Child/Adolescent Development
* Adult Development
* Ethics, Faith, Living, & Learning
* Human Sexuality
* Research Design
* Spirituality, Character, & Service
* Learning Theory
* Counseling Theory

**Everest College - Portland, Or**

**Associate of Applied Science Degree / Pharmacy Technician February 2012**

PTCB Certified, GPA 4.0 Since January 2010, President’s List Since January 2010, Perfect Attendance Award, HIPAA Certified, Federal Law Certified, CPR/First Aid Certified, Created study guides for fellow students that are utilized on the Everest Library Website, Created tests for fellow students, Ambassador

**Professional Experience:**

**Northwest Trustee Services – Lake Oswego, OR 2012-Current**

**Input Specialist**

Inputting loan information, preparing documents to for foreclosure, intercoms, 10-key, escalating matters to appropriate managers, downloads

**VetSource – Gresham, OR 2012-2012**

**Pharmacy Technician**

Escalating calls to PhT, placing orders, organizing returns, refunds, take incoming calls, assisting other techs, VBoss, tracking shipments, setting up accounts, accounts receivable, Microsoft Outlook, Dashboard, Google Docs, shipping, Scriptright, transcribing calls, econnect, BlueFin, Scriptright, assisting clients via email or phone, training other technicians for the CPT exams, creating manuals for future technicians to study, calculations, and customer service

**Kaiser Permanente - Hillsboro, OR 2011-2011**

**Externship/Pharmacy Technician**

Setting, Inputting, Selling, Stocking, Filing Scripts, Decipher Sig’s, Calculations, Assisting the Pharmacist, Returns, Assisting other Technicians, TOPS

**Bank of America – Hillsboro, OR 2009-2010**

**Team Assistant**

Team point person for all questions and escalations, side by side coaching, spot assisting during calls, creating job aids to help facilitate training of new associates, conducting daily huddles, collaborating with an outside subsidiary to order appraisals and resolve issues, answer HSS voice mails and organize/prioritize based on level of importance, assisting team with composing emails to managers, associates, and borrowers, manage “Conditions” mailbox of high net worth clients to ensure all documents are faxed and received at the appropriate locations, print, collate, and package borrower’s documents, sending out daily inspirational emails to inspire and build teamwork, and answering multi-line phones, transferring calls, and customer service.

**Country Coach – Junction City, OR 2007-2009**

**Administrative Assistant**

Setting up meetings, note taking during meetings, data collection, data entry, composing letters to clients, preparing files for legal counsel, incident reports, utilizing MS Office; Word, Excel, filing, emailing, faxing, copying, labeling, mailing, organizing mail, and answering multi-line phones, transferring calls, and customer service.

**AdLib Advertising – Eugene, OR 2007-2007**

**Administrative Assistant**

Designing ads, proofing ads, color proofing ads, writing up commercials, talent scouting, meeting with clients, working up budgets for clients, organizing owner’s email, calendar, and meetings, customer service, answering multi-line phones, note taking, emailing faxing, filing, and MAC.

**Kiefer Kia – Eugene, OR 2004-2007**

**Finance Manager**

Structuring auto loans, negotiating with banks, preparing financial paperwork, calculating commissions, customer service, filing, faxing, copying, money handling, Word, Excel, CUDL.

**References:**

**Mr. Beau Plotner**

**Bank Manager**

**Bank of America**

**Beaverton, OR 97007**

**(503) 867-3605**

[**beau832@gmail.com**](mailto:beau832@gmail.com)

**Mr. Gary Bold, PhT**

**Department Head**

**Everest College**

**Portland, OR 97204**

**(503) 222-3225**

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**Vernon S. Jones, PhT**

**Pharmacy Manager**

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