

# James (Drew) Shannon

Dedicated Information Science student offering a strong academic background in information science combined with over 13 years of customer service experience in medical settings and a desire for leadership opportunities.

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## EXPERIENCE

### RelateCare, Little Rock, AR — *IS Office Administrator*

JUN 2022 - Present

- Manage and report on inventory of and distribution of electronic equipment
- Provides IT support as needed, either through Microsoft Teams or ConnectWise
- Assists supervisors with special projects focusing on the continuous training of colleagues
- Approving emails to ensure quality, consistent content is communicated with the hospitals and medical staff

### RelateCare, Little Rock, AR — *Trainer*

OCT 2021 - Jun 2022

- Provides initial training and education for Patient Service Representative positions within the University Hospitals and LakeHealth settings
- Assists supervisors with special projects focusing on the continuous training of colleagues
- Approving emails to ensure quality, consistent content is communicated with the hospitals and medical staff
- Assists with equipment inventory and distribution at the Little Rock office

### RelateCare, Little Rock, AR — *Patient Service Representative*

JUN 2021 - OCT 2021

- Submitted claims to insurance companies to obtain prior authorizations for medications and treatments
- Demonstrated empathy towards sick and grieving patients
- Assisted supervisors with special projects focusing on the continuous training of colleagues
- Approving emails to ensure quality, consistent content is communicated with the hospitals and medical staff
- Utilizes knowledge of HIPAA guidelines to safeguard Protected Health Information

## SKILLS

Salesforce  
Intercom Plus  
Polycom Phones  
Avaya and Webex Softphones  
Soarian  
ConnectWise  
Cloudflare  
8x8  
Microsoft Office Suite

## PROGRAMMING LANGUAGES

Proficiency in: C++, JAVA, JAVASCRIPT, HTML, and CCS.

## REFERENCES

**Bridget Wilson, RPH**  
Supervisor, Walgreens  
501-317-1758

**Jennifer Chambers**  
Coworker  
501-529-4377

**Andrea Phan**  
Coworker  
501-507-8189

## **Arkansas Foundation for Medical Care, Little Rock, AR — *Contact Tracing Agent***

SEP 2020 - JUN 2021

- Provided education regarding quarantine and isolation guidelines to those exposed to COVID-19 via phone
- Demonstrated empathy towards sick and grieving patients
- Collected and records data pertaining to household and direct contacts of those exposed to COVID-19
- Assisted supervisors with special projects focusing on the contact and protection of exposed children and staff in K-12 and collegiate settings
- Utilized knowledge of HIPAA guidelines to safeguard Protected Health Information

## **Walgreens, Pine Bluff, AR — *Pharmacy Technician***

NOV 2009 - SEP 2020

- Troubleshoot and resolved third-party rejected claims
- Performed weekly reconciliation of inventory
- Resolved simple IT related needs for team members
- Completed data entry for prescriptions and insurance via Intercom Plus
- Communicated with patients via phone regarding prescription status, delayed pickup, etc.
- Improved patient compliance and adherence through use of Walgreen's smartphone app as well as individual communications

## **EDUCATION**

### **University of Arkansas at Little Rock - Little Rock, AR** *Bachelor of Science - Computer Information Systems*

AUG 2017 - PRESENT

### **Southeast Arkansas College - Pine Bluff, AR** *Associate of Applied Science - Computer Information Systems & General Studies*

AUG 2011 - DEC 2016