

Shanelia Elliott

Winchester, VA 22601

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Experienced professional with a Bachelor's of Science Degree in Nursing and loves to assist others. Reliable and driven to establish rapport with clients. Organized, interactive and action orientated with a strong ability to communicate efficiently. Energetic Customer Service Representative both by phone and in person, with the desire to guarantee customer satisfaction and contribute to company success.

Authorized to work in the US for any employer

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Work Experience

Registered Nurse

Valley Health - Winchester, VA

June 2021 to Present

Total patient care was given to patients at the medical units. Dispensed medications. Assessed patients. Conduct educational sessions with patients and relatives.

Fulfillment Associate

Amazon - Clearbrook, VA

July 2020 to October 2020

Responsible for stowing stocks, drive an order picker

Client Service Specialist

CareerBuilder Employment Screening - Winchester, VA

March 2020 to July 2020

Responded to inquiries by telephone, retrieve client data, presenting relevant information, received over 90% customer satisfaction on customer surveys, remained calm and courteous during customer displeasure.

Registered Nurse

St. Ann's Bay Regional Hospital

April 2016 to December 2018

Jamaica

Total care was given to patients at the medical and surgical units. Filed patients' dockets. Served medications. Assessed patients. Ensure a clean nurse's station. Daily assignment of nurses. Conduct educational sessions with patients.

Administrative Secretary

Sandos Medical Office

April 2013 to June 2015

Prepared billing information, Build rapport with client, Register client, File documents, facilitate effective communication with patients and others, set appointment by phone and in person, retrieve insurance information, prepared insurance claims, keep front desk clean and neat.

Education

Bachelor of Science in Nursing

University of the West Indies

September 2011 to November 2015

High school Diploma

St. Hilda's Diocesan High School

September 2007 to June 2010

Skills

- Team builder
- Interpersonal relationship
- Effective communication
- Medical Terminology
- Critical thinker
- Customer Service
- Medical Office Experience
- Nursing
- Medical Receptionist
- Triage
- Telecommunication
- Caregiving
- Epic
- Patient Care
- Medication Administration
- Hospital Experience

Certifications and Licenses

RN

BLS Certification