

# Rana Shubbak

Hinsdale, IL 60521

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312.576.4787

## CERTIFIED NURSING ASSISTANT/ LPN

Reliable, service-focused nursing student and certified nursing assistant and practical nurse with excellent patient-care and charting skills gained through 8 weeks of clinical experience at Hinsdale Hospital. Compassionate and technically skilled in attending to patients in diverse healthcare settings. CPR certified (current).

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### **Medical Assistant**

Dermatology Affiliate Locations - Lombard, IL

September 2019 to March 2021

Scheduled patient appointments, inventory, rooming patients, and charting. Checked vital signs, assist doctors with procedures, obtained medical/family history, and chief complaints. Answered phone calls and scheduled patient appointments.

### **Implementation Coordinator**

ShopperTrak - Chicago, IL

April 2018 to May 2019

I worked within the operations team to coordinate the process of getting IT technicians on sites, sending information to 3rd party vendors, and determining traffic and the number of devices necessary for each location. I also assisted with equipment shipping and troubleshooting connectivity issues that the technicians may have. I was employed with this company for a year before deciding to make a fulfilling and very rewarding career change to take care of others and become a nurse.

### **Customer Relations Analyst**

Personalization Mall - Burr Ridge, IL

September 2016 to April 2018

Resolve customer inquiries via phone, chat, email, and mail. Answer inbound calls regarding sales, order placement, refunds, exchanges, product inquiries and operational lead times. Initiate and complete security verifications as needed included investigation of suspected fraudulent transaction.

### **Executive Administrative Assistant**

DBHMS - Chicago, IL

June 2015 to September 2016

Oversaw office's filing and record management needs. Attend meetings, take and record minutes of meetings and distribute. Facilitate internal team communication (e.g. distribution information). Processing of Transformation related invoices (coordination with A/P team). Administrative support for Senior Vice President of Business Transformation.

## Education

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### **Associate degree in nursing in Social & Developmental Psychology**

College of DuPage

2022

### **Bachelor of Science in Sociology in Sociology**

University of Illinois at Chicago - Chicago, IL

2014

## Skills

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- Patient Care & Safety
- Diagnostic Testing
- Medical Terminology
- Electronic Medical Records
- Vital Signs & Patient Monitoring
- Privacy / HIPAA Regulations
- Patient Advocacy and Support
- Office Administration
- Process Improvement
- Reporting & Analysis
- Outstanding Customer Service
- Microsoft Office Suite, QuickBooks & SAP
- Fluent in English, Spanish, & Arabic
- Receptionist
- EMR
- Patient Care
- Microsoft Word
- CNA
- Cna Certified
- Certified Nursing Assistant
- Time management
- English

## Certifications and Licenses

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### **CPR Certification**

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