

# Shauntay Jones

## **Customer Service Rep**

Hazelwood, MO 63042

[shauntayjones9\\_oit@indeedemail.com](mailto:shauntayjones9_oit@indeedemail.com)

+1 314 405 4690

I have customer service experience and I am also a Certified Nurse Assistant with 9 years of experience. I also have an Pharmacy Technician License, Certified Medication Technician with 4 years experience, CPR/First Aid certified, and Insulin Administration. I also have some sales experience and recruiting experience.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### **CNA - Certified Nursing Assistant/CMA**

IntelyCare - St. Louis, MO

August 2020 to Present

Il work at multiple nursing home facilities assisting residents with ADLs as a per diem employee

### **CNA/Med Tech**

ShiftKey - St. Louis, MO

August 2019 to Present

I work at multiple nursing home facilities assisting residents with ADLs as a per diem employee.

### **Customer Service Representative/Call Center**

Charter Communications Inc - Bridgeton, MO

December 2019 to April 2021

I assisted customers with troubleshooting equipment, billing, and customer account. Issues.

### **Warehouse associate**

Keefe Supply Company - St. Louis, MO

March 2019 to August 2020

Picking orders

Packing orders

pulling orders in a timely manner

sorting products

fulfilling orders

### **Customer Service Representative**

Serco Inc. - Wentzville, MO

June 2016 to July 2020

Responsibilities

I Provided customer support to members in a call center setting. I processed healthcare applications, data entry, receive/send healthcare documents, verify information/documents, associate documents to various individuals, inbound/outbound calling to members/potential members, Fax and email members on the status of their applications, verify members per hipa guidelines, verify household income, citizenship status, social security numbers and other eligibility requirements.

### **Pharmacy Technician/Customer Service Representative**

Omnicare - Saint Louis County, MO

November 2018 to March 2020

customer service rep  
order entry  
sort documents  
reach out to the doctors for scripts  
verify patient information per HIPPA guidelines  
Appointment scheduling  
Dispatch couriers to facilities for deliveries

### **CNA**

Lewis and Clark Gardens - Saint Charles, MO

November 2017 to March 2020

Assist residents with ADL's.  
Prepare and administer medication to residents. I also assisted with recruiting new employees.

### **CNA/CMT/Staffing Coordinator/Supervisor**

MOUNT CARMEL SENIOR LIVING - Saint Charles, MO

July 2013 to October 2019

Meet staffing needs based on census, supervise and support staff members, prepare and administer medication, receive verbal superscription orders from doctors, and be On-call to come in when we are not fully staffed. Receive medication from the pharmacy.

### **Auditor/Picker/Packer**

XPO Logistics - Hazelwood, MO

April 2016 to November 2017

Making sure the company produces well-made and non-defective products and evaluate all production and manufacturing procedures and oversee quality testing on products prior to their release.

### **CNA - Certified Nursing Assistant/ Home Health Aide**

Continuum care - Des Peres, MO

January 2014 to March 2017

I assisted patients in the hospital as well as in their homes.

## Education

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### **Certified Medication Technician**

Daruby School - St. Louis, MO

October 2017 to November 2017

## **High School Diploma**

st. Louis job corps - St. Louis, MO  
2012 to 2014

## **Certified Nurse Assistant in Nursing**

Saint Louis Public Schools - Saint Louis County, MO  
January 2012 to April 2012

## **Pharmacy Technician in Pharmacy Technician**

on the job training - Saint Louis County, MO

## Skills

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- Excel (6 years)
- Pharmacy Tech
- Call Center
- Customer Service
- Microsoft office (6 years)
- Quality Assurance
- Quality Control
- Quality Inspector
- Pallet jack (1 year)
- Order Puller
- Picker Packer
- Selector
- Picking Packing
- Vital Signs
- Order Entry
- HIPAA
- Medication Administration
- EMR Systems
- Patient Care
- Home Care
- Caregiving
- Caregiving
- Hospital Experience
- Medical Terminology
- Laboratory Experience
- Laundry
- Triage
- Medical Records
- Medical Billing

- Insurance Verification
- Nursing
- Epic
- Microsoft Word
- Medical Office Experience
- Meal Preparation
- Computer Operation
- Typing (10+ years)
- QuickBooks (4 years)
- Supervising Experience
- Negotiation
- Microsoft Excel
- Physical examinations
- English
- iOS
- Mac OS
- Microsoft Powerpoint
- Venipuncture
- Experience Administering Injections
- Computer Skills
- ICD-10
- Anatomy Knowledge
- Windows
- Filing

## Certifications and Licenses

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### **Certified Nursing Assistant (CNA)**

April 2012 to Present

### **Certified Medication Technician**

November 2017 to Present

### **Insulin Administration**

November 2017 to Present

### **Pharmacy Technician**

January 2018 to Present

### **First Aid CPR AED**

Present

### **Insulin Administration**

Present

## **CPR**

### **Business Administration**

March 2010 to Present

Type 45 wpm and learned all Microsoft applications as well as using 2 monitors at once.

### **Pharmacy Technician Certification**

#### **PTCB Certification**

## Assessments

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### **Patient-Focused Care — Highly Proficient**

August 2018

Measures a candidate's ability to address concerns and use sensitivity when responding to needs and feelings of patients.

Full results: [Highly Proficient](#)

### **First Aid — Proficient**

August 2018

Measures a candidate's ability to identify treatments for common medical emergencies.

Full results: [Proficient](#)

### **Electronic Health Records: Best Practices — Completed**

October 2020

Knowledge of EMR data, associated privacy regulations, and best practices for EMR use.

Full results: [Completed](#)

### **Customer Focus & Orientation — Highly Proficient**

August 2020

Responding to customer situations with sensitivity

Full results: [Highly Proficient](#)

### **Nursing Aide Skills — Proficient**

August 2020

Providing nursing aid to patients using knowledge of relevant equipment and procedures.

Full results: [Proficient](#)

### **Data Entry: Accuracy — Proficient**

October 2020

Entering data quickly and accurately

Full results: [Proficient](#)

### **Customer Service — Completed**

September 2020

Measures a candidate's skill in evaluating approaches to customer service & satisfaction.

Full results: [Completed](#)

### **Patient-Focused Care — Completed**

November 2020

Addressing concerns and using sensitivity when responding to needs and feelings of patients

Full results: [Completed](#)

### **Work Style: Reliability — Familiar**

August 2020

Tendency to be dependable and come to work

Full results: [Familiar](#)

### **Scheduling — Proficient**

September 2020

Cross-referencing agendas and itineraries to avoid scheduling conflicts.

Full results: [Proficient](#)

### **Nursing Assistant Skills — Highly Proficient**

November 2020

Providing nursing aid to patients using knowledge of relevant equipment and procedures

Full results: [Highly Proficient](#)

### **Medical Terminology — Completed**

November 2020

Understanding and using medical terminology

Full results: [Completed](#)

### **Home health aide skills — Familiar**

May 2021

Providing care to patients in a home setting

Full results: [Familiar](#)

### **Nursing assistant skills — Highly Proficient**

November 2020

Providing nursing aid to patients using knowledge of relevant equipment and procedures

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.