

# Shantrell Davis

St. Louis, MO 63132

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Authorized to work in the US for any employer

## Work Experience

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### **Nursing Assistant**

Select Speciality Hospital - St. Louis, MO

July 2020 to Present

Performing services for the patient involving bathing using basinless bath products, oral hygiene and oral feeding and care of hair

Answering patient lights and performing services in a timely manner that adds to the physical well-being of the patient

Participating in hourly rounds

Keeping the patient's rooms in clean and orderly condition, including making beds

### **Care Partner**

Saint Louis University Hospital - St. Louis, MO

June 2019 to March 2020

- Notifies appropriate department in order to maintain a clean safe environment (housekeeping, maintenance, dietary, etc.)
- Feeds and sets up trays as needed.
- Prepares rooms prior to admissions and following discharges. Completes patient's belongings list on admission and transfer.
- Rounds after dietary trays are passed to ensure all meals are appropriate or as required for patient satisfaction /care needs

### **Customer Service Representative**

Anthem Blue Cross BlueShield - St. Louis, MO

January 2019 to April 2019

- Manage incoming calls, faxes and ePAs related to pharmacy prior authorizations.
- Refers cases requiring clinical review to a Pharmacist or Medical Director.
- Responsible for the identification and data entry of pharmacy prior authorization requests.
- Conducts clinical screening process.
- Develops and maintains positive customer relations and coordinates with various functions within the company to ensure customer requests and questions are handled appropriately and in a timely manner

### **Nurse Assistant**

VA Jefferson Barracks - St. Louis, MO

February 2018 to January 2019

I work in the Spinal Cord Unit. I am to turn my patients every two hours as some can not do so on their own to prevent pressure ulcers. All call lights are answered in a timely manner. Vitals are done every morning at 5am. I also assist other techs as needed.

### **Rehabilitation Technician**

The Rehabilitation Institute of St. Louis - St. Louis, MO

June 2017 to March 2018

I worked as a rehab tech on their stroke unit. I assisted therapy with transfers as needed. Meal set up preparation was done for patients who weren't able to do so. Some patients' vitals were required once a shift. I also assisted patients to the bathroom and ohelped with baths and or showers.

### **Care Partner**

St Louis University Hospital - St. Louis, MO

January 2016 to June 2017

I received the employee of the month award during my work stay here. I worked on the Cardiovascular Stepdown Unit. Vitals were required every four hours on most patients. Call lights were to be answered in a timely manner. I assisted nurses with and techs with special cleansing of our patients. I had to chart every hour on most patients.

### **CNA/Med Tech**

Delmar Gardens Creve Couer - St. Louis, MO

September 2014 to October 2016

I worked with long term care as well as some rehab patients. I assisted with feeding, dressing and bathing. I also passed medications and checked blood sugars.

### **CNA**

Nathan Health Care Center - East Saint Louis, IL

January 2012 to September 2014

- Assisted with nutritional needs such as feeding and fluid intake
- Provided personal care such as grooming and oral hygiene
- Provided companionship in a loving and professional manner

### **Medical Support Assistant**

Department of Veterans Affairs - St. Louis, MO

June 2008 to December 2010

Listened attentively to callers' needs ensure good customer service

Assisted in reminding customers of upcoming appoints by phone email or by sending out appointment cards

Took and relayed incoming calls/messages to doctors and staff personnel; utilize knowledge of medical terminology and their abbreviation.

Prepared check in/check out, follow-up appointments, labs and other routine exams

Received and screened up to 100 incoming calls per day from external customers.

## Education

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### **Some College in Healthcare Administration**

St Charles Community College - St. Louis, MO

January 2021 to Present

### **Some college in Nursing**

St Louis College of Health Careers-St Louis - St. Louis, MO

January 2011 to November 2011

## Skills

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- Teamwork (7 years)
- Excel (1 year)
- CNA
- Customer Service
- Call Center
- Customer Support
- Customer Care
- CSR
- Medication Administration
- Patient Care
- Vital Signs
- EMR Systems
- Caregiving
- Critical Care Experience
- Hospital Experience
- Epic
- Nursing
- Insurance Verification

## Awards

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### **Employee of the month**

April 2017

## Certifications and Licenses

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### **CNA/CMT**

Present

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

### **CPR**

## Assessments

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### **Work style: Conscientiousness — Highly Proficient**

November 2018

Measures a candidate's tendency to be rule-abiding, well-organized, hard-working, confident, and think before acting.

Full results: [Highly Proficient](#)

### **Patient-focused care — Proficient**

April 2019

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

Full results: [Proficient](#)

### **Attention to detail — Completed**

April 2019

Identifying differences in materials, following instructions, and detecting details among distracting information.

Full results: [Completed](#)

### **Medical receptionist skills — Familiar**

March 2021

Managing physician schedules and maintaining accurate patient records

Full results: [Familiar](#)

### **Receptionist — Proficient**

March 2021

Using basic scheduling, attention to detail, and organizational skills in an office setting.

Full results: [Proficient](#)

### **Work style: Reliability — Completed**

April 2020

Tendency to be dependable and come to work

Full results: [Completed](#)

### **Medical terminology — Familiar**

July 2020

Understanding and using medical terminology

Full results: [Familiar](#)

### **Work style: Conscientiousness — Proficient**

October 2020

Tendency to be well-organized, rule-abiding, and hard-working

Full results: [Proficient](#)

### **Work motivation — Completed**

April 2021

Level of motivation and discipline applied toward work

Full results: [Completed](#)

### **Electronic health records: Best practices — Proficient**

March 2021

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

Full results: [Proficient](#)

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March 2021

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

Full results: [Proficient](#)

### **Working with MS Word documents — Proficient**

April 2021

Knowledge of various Microsoft Word features, functions, and techniques

Full results: [Proficient](#)

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April 2021

Knowledge of various Microsoft Word features, functions, and techniques

Full results: [Proficient](#)

### **Front desk agent (hotel) — Highly Proficient**

March 2021

Selecting hotel rooms based on verbal requests and identifying errors in hotel data

Full results: [Highly Proficient](#)

### **Data entry: Accuracy — Highly Proficient**

March 2021

Entering data quickly and accurately

Full results: [Highly Proficient](#)

### **Customer focus & orientation — Highly Proficient**

April 2021

Responding to customer situations with sensitivity

Full results: [Highly Proficient](#)

### **Spreadsheets with Microsoft Excel — Completed**

April 2021

Knowledge of various Microsoft Excel features, functions, and formulas

Full results: [Completed](#)

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