

Stephani Cooper

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SUMMARY

Successful Customer Service Representative and business owner, with 14+ years in jobs revolving around customer/client satisfaction, with experience in; food services, retail, healthcare, office administration, sales/marketing. I am an ambitious flexible team member who enjoys taking on work and learning new skills. I am able to communicate effectively with people to grow positive relationships with clients and colleagues.

EXPERIENCE

Springfield Memorial Hospital, 701 N 1st St, Springfield, IL - PCT

October 2021- Present

Assist nurses with patients and patient needs, complete direct patient observations and report to nurses, complete patient charting.

Eagle Ridge, 875 W McKinley Ave, Decatur, IL - CNA

August 2018- Present

Assist residents with daily needs, complete medical charting, observe residents conditions.

Assist with resident medication.

Liberty Village of Clinton, 1 Park Ln Clinton, IL — CNA

December 2016 - August 2018

Assist residents with daily needs, complete medical charting, observe residents conditions.

Provide resident care; bathe, groom, shave, dress, or drape patients.

Finish Line, 1039 Hickory Point Mall, Forsyth, IL — Assistant Manager

September 2015 - February 2016

Assist customers, open and close store, drawer counts, inventory counts, shipment checks, hiring, scheduling, payroll checks.

Texas Roadhouse, 1155 IL S Rt 51 Forsyth, IL — Server

June 2013 - May 2015

Serve tables in restaurant, assist with cleaning of front and back of house. Partnership with Polar Plunge of Illinois (charity event)

EDUCATION

Millikin University Decatur, IL -

BSN, (completion May 2022)

Associate in African American Studies, May 2022

Certificate in Health Communications, May 2021

SKILLS

Epic training
Team Leadership
Event Planning
Staff Training and Development
Client/Vendor Relations
Customer Relations
Inventory Report Generation
Scheduling
Knowledge of Microsoft
Medical Charting
Medical Terminology
Medical Practices and Procedures

ACHIEVEMENTS

Business owner-

So Pretti Experience 2021

Specializing in Lash Extensions

Pretti Snatched Waist Trainers

President of MultiCultural

Student Union 2020-present
(Millikin University)

Kennel Owner/Show Dog

Breeder- Petti Prestige

Productions 2009

Phi Theta Kappa Honors

Society Member since 2009

Richland Community College, Decatur, IL —

General Education Courses 2009-2013

Medical Terminology 2009

CNA license 2010

Phlebotomy license 2011

American High School, Lansing, IL — *High School Diploma*

December 2009