

Tori Calaunan

Marietta, GA 30066
tcalaunan@gmail.com
+1 702 406 3910

Authorized to work in the US for any employer

Work Experience

Infusion Nurse

Humanizing Medicine - Decatur, GA
March 2022 to Present

Resident Nurse

Emory Healthcare - Midtown, Atlanta, GA
November 2021 to Present

Documentation Specialist

Nuance Inc - Remote
April 2021 to Present

Call Center Representative

24-7 Intouch - Las Vegas, NV
February 2021 to April 2021

Customer Care Representative

CVScaremark - Las Vegas, NV
May 2019 to July 2019

Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.

Maintained accurate and current customer account data with manual forms processing and digital information updates.

Updated customer accounts and system database with latest details to support accuracy and efficiency in future interactions.

Defused customer concerns with exceptional conflict and problem resolution skills.

Coordinated timely responses to online customer communication and researched complex issues.

Answered average of 40 calls, emails and faxes per day, addressing customer inquiries, solving problems and providing product information.

Sales Associate

Pink Pony Industries - Las Vegas, NV
March 2019 to July 2019

Maintained organized, presentable merchandise to drive continuous sales.

Worked with sales team to collaboratively reach targets, consistently meeting or exceeding personal quotas.

Trained and developed new sales team associates in products, selling techniques and company procedures.

Prepared merchandise for sales floor by pricing or tagging.

Assistant Manager

Torrid - Las Vegas, NV

August 2015 to April 2018

Generated repeat business through exceptional customer service and responded to customer concerns with friendly and knowledgeable service.

Monitored cash intake and deposit records, increasing accuracy and reducing discrepancies.

Managed inventory control processes to restore back stock, control costs and maintain sales floor levels to meet customer needs.

Trained team members in successful strategies to meet operational and sales targets.

Managed opening and closing procedures and recommended changes to enhance efficiency of daily activities.

Established and optimized schedules to keep coverage and service in line with forecasted demands.

Offered hands-on assistance to customers, assessing needs and maintaining current knowledge of consumer preferences.

Maintained positive customer relationships by responding quickly to customer service inquiries.

Education

B.S in Nursing

Roseman University of Health Sciences - Henderson, NV

August 2019 to June 2021

High School Diploma

Silverado High School - Las Vegas, NV

BLS Certified

Roseman University of Health Sciences - Henderson, NV

Skills

- Customer Care
- Customer Service
- Customer Support
- Call Center
- Student
- Care plans
- Typing
- Medical terminology
- Hospital Experience
- Medical Records
- EMR Systems
- Document Management
- Data Entry

- Nursing
- Patient Care
- Vital Signs
- Medication Administration
- Epic

Certifications and Licenses

Guard Card

October 2019

Registered Nurse (RN)

June 2021 to October 2021

I have been issued a temporary RN license while waiting for completion of state boards.

BLS Certification