

SHAWNNA FRANKLIN

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217.331.8533

EDUCATION

May, 2007

Southern Illinois University Carbondale

Bachelors of Arts: History
Minor: Classical Civilizations
Bachelors of Arts: Psychology
Minor: Women's Studies

December 2017

Shawnee Community College

Completion of Practical Nursing Program
Completion of Associates Degree of Nursing

EXPERIENCE

August 2016 to June 2018

*Southgate Nursing and Rehabilitation
Metropolis, IL*

Registered Nurse/Licensed Practical Nurse

- Medication administration and documentation
- Wound care
- Assessments and action based on that data

August 2007 to 2014

*Health Care Service Corporation
Springfield, IL*

Customer Advocate

- Resolving issues regarding claims, membership and various issues
- Make calls to other plans to verify information and complete claims.

February, 2007 – August 2007

*Manpower
Springfield, IL*

Administrative Assistant

- Operating the main phone lines for Illinois Department of Public Health.
- Handled Involuntary Transfer & Discharges.
- Monitoring office needs of the Director's Office.

May, 2006 – January, 2007

*DCI Biologicals, LLC
Carbondale, IL*

Phlebotomist

- Performed veinpuncture, including the set up and removal of medical equipment.

August, 2004 – July, 2005

*AmeriCorp
Anna, IL*

Receptionist/ Assistant Case Manager

- Answered questions about Transitional Home program.
- Researched new programs & grants that could bring money to facility.
- Trained others to do the job.

June, 1999 – June, 2002

*APAC Customer Services
Marion, IL*

Sales Agent/ Customers Service Rep

- Called customers and sold them a variety of products.
- Assisted supervisor in training and coaching of new employees.
- Created electronic databases that monitored performance of employees.

Supervisor May 2001

- Monitored calls, answered complicated questions, developed new training
- Conducted disciplinary actions for employees under my supervision.
- Delegated duties to my workers, attended meetings, and completed paperwork.
- Created and implemented electronic tracking system used by the company until it closed.