

## Shauna Dobson

### SUMMARY OF QUALIFICATIONS

Ten years clerical experience

Five years experience in the Arkansas State system

Significant planning and administration skills

Excellent communications skills

A competent and hardworking employee.

Develop good rapport with the public

Independent worker, excellent time management skills

Able to relate to people of any level of business and management

Efficient, versatile and adaptable

Ability to multi-task and welcome the challenge of solving problems

Highly competitive, self-starter, who is organized, disciplined, and goal oriented.

### EMPLOYMENT HISTORY

1/2007-7/2007

PSI-TEA Career Center Pulaski County

Supportive Services Coordinator

Provides assistance to TEA clients, such as transportation, childcare, clothing, rental and utility assistance, car repair, car insurance/tags. Interview clients for TEA services and to help them to become more self-sufficient. Maintain case management logs, keeping a total of clients assisted. Update clients files.

9/2005-9/2006

Southwest Regional Hospital

Little Rock, AR

Release of Information Coordinator

Answer phones, assist patients with medical records, copy and fax medical records for other hospitals or doctors offices according to Hippa laws and guidelines, responsible for release of information to lawyer offices, disability or other related health care facilities, file charts, pull charts for audits, and assist physicians in signing patients medical records to complete charts so that they can be filed.

2003-6/2005

Arkansas Department of Health Little Rock, AR

Executive Secretary for Tobacco Prevention

Assist budget and community events coordinator and Executive Assistant to Tobacco Advisory Board. Assist with Phone coverage, Timekeeper for employees time into Aasis system, Purchasing, Goods receipting, Equipment/Property Inventory, Travel arrangements, Mail pick-up & distribution, Assist Budget Coordinators- filing, typing, grants, contracts, Assist community events coordinator-distribution of promotional & educational materials, maintains inventory of promotional items, Executive assistance to the Tobacco Advisory Committee-agenda, minutes, legal notices, committee mail outs, meeting rooms & equipment.

2002-2003

Arkansas State Jobs

Arkansas Department of Health Little Rock, AR

6/2002-11/2002

2000-2002

Arkansas Department of Health

Little Rock, AR

Secretary I for Women's Health

Types forms, letters and memos

Proof reads and corrects letters for mail out. Open, date stamp, and distribute mail. Make copies, and keep up maintenance on copy machine, Update file guide and file needed materials. Make arrangements for meeting rooms. Prepare for meetings, answer phones and routes calls, take messages as needed.

Escort visitors to appropriate person

Log reports. Maintain, order and stock office supplies. Maintain records for Lay Midwives such as births assisted by lay midwives, also administer the required state test for Lay Midwives license. Enter employee time into Aasis system.

1999-2000

Southwestern Bell Wireless

Little Rock, AR

Customer Service Rep

Answer inbound calls to assist customers with their wireless accounts. Update customer accounts.

1998-1999

LabCorp

Little Rock, AR

Data Entry Clerk

Enter lab test to be ran for physician's offices. Enter insurance Information for medical billing. Call physicians offices for Icd-9 codes for medical billing. Run reports for data entry.

1996-1998

Arkansas Children's Hospital Little Rock, AR

Unit "Secretary

Answer and routes phone calls. Assemble charts for new patients.

Order tests for patients. Also fax medical records to other hospitals.

1993-1995

Baptist Health Little Rock, AR

Unit Coordinator

Primary responsibility was to transcribe written doctors orders into computer for patients. Enter test such as lab, radiology, pharmacy and dietary. Also answer phone lines and assemble patient charts.

EDUCATION

1992-1994

Arkansas State University Jonesboro, AR

Two years toward a Human Resource Management Degree.

1993-1994

Baptist Health School for Nursing

Little Rock, AR

Certificate of Completion

Data Entry  
Ten-key

Copy and Fax machines  
10 years Secretarial/ Clerical Experience

