



Shannel [REDACTED]



SKILLS

- Critical thinking Effective
- communication Ability to work well
- under pressure Customer / Patient
- Support Research, Data Collection
- and Data Entry Google Suite: Drive,
- Docs, Sheets, Forms, Mail,
- Calendar, Slides MS Office (Word,
- Excel, PowerPoint, Outlook)
- Client/Patient interaction
- Administrative Support Calendar
- & Meeting Scheduling Work Ethics
- Patient Care Scientific Research
- Medical Knowledge Business and
- Logistics Management
- Knowledgeable in Telemedicine,
- Medical Virtual Assistant, Medical
- Billing, Mental Health VA, Dental
- Virtual Assistant, Home Health
- Care Virtual Assistant HIPAA
- Compliance

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EDUCATION

- Bachelor of Medical Laboratory Science

[REDACTED]
2018

- Bachelor of Medical Laboratory Science

[REDACTED]
2015

EXECUTIVE SUMMARY

Highly meticulous and motivated professional with extensive experience in shop management, logistics, delivering quality health care and medical practices, administrative support, and exceptional customer service. Proficient in navigating standard hospital protocols and performing office procedures and communications. Known for a friendly and sociable demeanor, as well as a strong work ethic. Adept at meeting deadlines and processing information effectively, supported by well-honed research skills.

WORK EXPERIENCES

SHOP MANAGER | LOGISTICS

[REDACTED]
02/2024-Present

- Coordinates and oversees flower shop activities such as flower selection, preparation, purchase and retail activities.
- Administrative duties like keeping financial records, answering calls and texts.

WORK EXPERIENCES

- Analyzed competitor activities, adjusting strategies to maintain competitive edge.
- Trained new employees in customer service excellence, product knowledge, and operational procedures.
- Conducted regular stock checks to maintain inventory accuracy and minimize losses.
- Prepared detailed sales reports, analyzing trends and identifying growth opportunities.
- Set prices based on market capacity and demand to achieve revenue targets.
- Maintained high standards of store presentation and cleanliness.
- Proper customer service interaction.
- Negotiated with suppliers to secure advantageous terms and pricing, enhancing profitability.
- Processing payments, and package arrangements for shipments or to deliver on site.
- Yearly processing of Business Renewal Permit.
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MEDICAL RESEARCH ASSISTANT

Medical Administrative Assistant

[REDACTED]

Research Site: [REDACTED]

[REDACTED]

04/2023-01/2024

Link for the Final Outcome of the Study:

<https://cepi.net/real-world-effectiveness-covid-19-vaccines>

- Survey patients in the emergency room and coordinate with nurses and doctors regarding the patient's diagnosis.
- Sending Rapid Antigen Test (RAT) request forms to the Laboratory.
- Receiving RAT results, letter of Memorandum of Agreement (MOA) and other Hospital memos.
- Informed our Supervisors regarding patients results and Hospital memos.

- Weekly and Monthly meetings with our study Supervisors and Hospital Supervisor in charged.
- Daily reporting /updating of RedCap tool and study case statistics.
- Report making of the Patient's death by collecting Death Certificates and updating patient's final Diagnosis via RedCap tool.
- Monitoring Rapid Antigen Test in each patients.
- Administrative task like preparing monthly cash vouchers through Microsoft Excel, printing some necessary documents that the study needs, maintaining accurately and compiling the information in medical records and charts. Monthly tracking of Medical supplies.
- Checking the possible re-admission of patients through Hospital Information Management System (HIMS/EHR)tool.
- Confirming Patient information by providing a valid ID.
- Logging patient's information and Diagnosis to the RedCap tool.
- Daily bedside monitoring of patients and checking each patient's charts.
- Monitoring discharged Patients after 7 days of Hospital discharged via phone calling.
- Dispersing Petty cash to enrolled patients.
- Compiled and presented research findings at academic conferences, increasing the visibility of research efforts.
- Utilized statistical software for data analysis, contributing to the accuracy of research findings.
- Coordinated with senior researchers to design research methodologies, ensuring adherence to project objectives.
- Interacting and discussing directly with the patient and patient watcher the benefits and the procedure of the study including the signing of Patient's agreement and watcher through the study Consent.
- Google Suits: Drive, Docs, Sheets, Forms, Mail, and slides
- Checking and answering online communication like Messenger, Viber, WhatsApp and Organizing emails.
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[REDACTED]

07/2022- 02-2023

- Offering Roadside Assistance such as Towing, Jumpstart, Winch out, Tire change, Lock Smith like Door lock out and other special request that the client needs.

WORK EXPERIENCES

- Coordinated dispatch operations via the Workiz tool to available drivers.
- Ensured drivers completed duties by requesting before and after photos via calls.
- Streamlined entry of new client and vendor details with the Workiz Worksheet application.
- Provided exceptional customer care, resolving queries and professionally for positive outcomes.
- Assist and accommodate Insurance Agents from different Insurance Companies

[REDACTED] in their asking specific Services that they need.

- Recorded all call data as per established guidelines.
- Handled considerable volume of both inbound and outbound calls.

- Labelled blood vials with clear and necessary information for accurate testing. Performed capillary blood collection when required, adapting techniques to meet patient needs and conditions. Monitored phlebotomy supplies inventory, ensuring all necessary equipment was readily available for procedures. Maintained a sterile environment for all phlebotomy procedures, reducing the risk of cross-contamination. Collected blood samples using a vacutainer tubes, tourniquets, syringes and butterfly needles Treated individuals with respect, promoting personal dignity and optimum healthcare for personal needs.

ON-CALL PHLEBOTOMIST I LABORATORY AIDE

[REDACTED]
10/2021 - 07/2022

- Checked patient IDs to accurately recognize personal details.
- Assess and discuss the test procedure.
- Determined feasible locations for phlebotomy procedures.
- Determined appropriate gauge needles for different uses.
- Created detailed patient results leveraging preformatted Excel templates.
- Recorded laboratory outcomes in the master log.
- Cleaning, maintaining and calibrating laboratory equipment used in the drawing and testing of blood specimens.
- Keeping confidential and maintaining records of patient names and diagnostic findings.
- Delivered detailed pre-procedural instructions to patients, improving their understanding and cooperation during venipuncture.
- Charted patient and specimen data in the EMR system, maintaining compliance with strict confidentiality and data security requirements.

VOLUNTEERED CAREGIVER

[REDACTED]
09/2018 - 01/2021

- Organized activities and exercises to support physical and mental well-being.
- Maintained detailed records of client progress, medication, and daily activities for healthcare professionals.
- Collaborated with healthcare professionals to develop and implement personalized care plans.
- Assisted with personal hygiene tasks, including bathing and grooming, to maintain client dignity.
- Worked with care, compassion and empathy, providing first-class support to patients with varying needs.
- Facilitated social interactions and recreational activities to encourage client engagement and happiness.
- Administered medication according to prescribed schedules, promoting health and well-being.
- Improved patient mobility and independence by assisting patients in physical exercise and physio.
- Attended training to stay refreshed in best care practices, emergency procedures and first aid.
- Monitored vital signs and reported any significant changes to healthcare providers promptly.
- Laundered and ironed clothes to remove dirt and irritants, assisting with household chores.

WORK EXPERIENCES

Shop Manager I LOGISTICS



11/2018 - 06/2023

- Coordinates and oversees flower shop activities such as flower selection, preparation, purchase and retail activities.
- Administrative duties like keeping financial records, answering calls and texts.
- Analyzed competitor activities, adjusting strategies to maintain competitive edge.
- Trained new employees in customer service excellence, product knowledge, and operational procedures.
- Conducted regular stock checks to maintain inventory accuracy and minimize losses.
- Prepared detailed sales reports, analyzing trends and identifying growth opportunities.
- Set prices based on market capacity and demand to achieve revenue targets.
- Maintained high standards of store presentation and cleanliness.
- Proper customer service interaction.
- Negotiated with suppliers to secure advantageous terms and pricing, enhancing profitability.
- Processing payments, and package arrangements for shipments or to deliver on site.
- Yearly processing of Business Renewal Permit.
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- Ensured accurate verification, recording, and reporting of test results with guidance from respective laboratory heads. Upheld cleanliness of laboratory equipment and instruments. Executed daily procedures for patient extractions.
- Ensured continuous calibration and monitoring of machine temperature. Released diagnostic results to patients. Ensured timely delivery of patient test results to respective wards each day.
- All Tests are done through Machines.

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Medical Laboratory Practitioner



06/2017 - 12/2017

- Engaged with patients to confirm their identity.
- Conducts patient care. Maintained sterile conditions while obtaining blood specimens. Coordinated the preparation and dissemination of specimen samples within each lab section. Processes patient test requests. Record patient results in the Lab master record. Executed laboratory procedures in compliance with standard guidelines. Ensured accurate verification, recording, and reporting of test results with guidance from respective laboratory heads. Upheld cleanliness of laboratory equipment and instruments. Executed daily procedures for patient extractions. Ensured continuous calibration and monitoring of machine temperature. Released diagnostic results to patients. Ensured timely delivery of patient test results to respective wards each day.
- Most test are done in Manual procedures.

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MEDICAL LABORATORY PRACTITIONER



12/2017 - 06/2018

- Engaged with patients to confirm their identity.
- Conducts patient care
- Maintained sterile conditions while obtaining blood specimens.
- Coordinated the preparation and dissemination of specimen samples within each lab section.
- Processes patient test requests.
- Record patient results in the Lab master record.
- Executed laboratory procedures in compliance with standard guidelines.

CERTIFICATES

VIRTUAL ASSISTANT CERTIFIED TRAINING

- HIPAA Compliance
- Medical Virtual Assistant Training
- Telemedicine Training
- Phone handling Training
- Medical Billing and Intro to Medical Coding Virtual Assistant Training
- Mental Health Virtual Assistant Training
- Dental Virtual Assistant Training
- Home Health Care Virtual Assistant Training
- Calendar Management
- Data Entry
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SAFETY AND HEALTH CERTIFICATES

- Good Clinical Practice (GCP)
- American Safety & Health Institute Advance Cardiac Life Support (ASHI ACLS).
- Basic Trauma Assessment and Management.
- American Safety & Health Institute CPR Pro, Basic Life Support(BLS) and Emergency Care.
- American Safety & Health Institute Blood borne Pathogens.
- Safety and Infection Control.
- Healthcare Waste Management and Labeling of Blood Specimen.
- Basic Phlebotomy.
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