

# Shawntell Anderson

## **Recovery Advocate - The Right Step Promises Behavioral Health**

Fort Worth, TX 76106

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(318) 200- 1418

Professional with 10 years plus of customer service, administration, healthcare and hospitality experience. A team player, able to learn and adapt to multiple roles. Contributed high level of communication and leadership within a professional environment. Able to meet the goals and build professional relationships and obtain a position that will enable me to exercise my proficient multi-talented skills. I am a courteous, dedicated individual seeking a rewarding position where I can grow professionally and to obtain an opportunity for advancement.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### **Recovery Advocate**

The Right Step Promises Behavioral Health - Euless, TX

April 2017 to Present

Coordinate with admissions and the nursing staff to ensure safety of the client environment.  
Document observations in patients' medical records  
Role model, demonstrating an understanding a balanced recovery program.  
Coordinate client care, ensure clients are in educational groups and aware of unit expectations.  
Facilitate RA led / Chronic Relapse groups for clients who have relapse multiple times  
Recognize and assists in crisis situations and provide appropriate interventions.  
Escort clients for meals, appointments or other related activities monitor client self-administration of medication and take vitals.

### **Cashier/Customer Service**

Phat Wings - Mesquite, TX

October 2016 to April 2017

Greeted customers, taking and delivering orders, assisting with food preparation.  
Solving customer complaints, handling monetary transactions.  
Keeping the restaurant front area clean and well-stocked.

### **Customer Service Representative**

Swope Health Services - Kansas City, MO

March 2016 to August 2016

Used appropriate call center software systems.  
Respond to incoming phones calls for all sites promptly and in an exceptional quality manner.  
Document every patient request and pertinent information via EMR so that practices can successfully respond to patient needs.  
Attained daily call production goals, scheduled appointments and routed calls to correct department, followed supervisor orders and exercised problem-solving skills.

## **Receptionist/Tech Assistant**

Recovery Tech - Kansas City, MO

February 2013 to March 2016

Provided customer service- first point of contact greater.

Performed administrative tasks such as event notifications, copying, faxing, logging mail and handled external and internal telephone calls, processed referrals.

Performed insurance verification and determined eligibility.

Performed urinalysis test onsite and sent offsite testing to lab. Read shift log at beginning of shift and completed shift log essential tasks by conclusion of shift.

Complete new admission intake procedures according to Company policies on all new admissions (belongings searches, and paperwork).

Observe and document client taking medication, recorded vitals and document daily progress in client's chart. Assist, teach and/or supervise clients with general program activities.

Transport clients to appointments, meetings etc.

## Education

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### **Certified Prep Cook in Culinary Arts**

Gaudalope Center - Kansas City, MO

January 2016 to April 2016

### **Certification in Medical Assistant**

Concorde Career College - Kansas City, MO

August 2008 to December 2010

## Skills

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CUSTOMER SERVICE, EXCELLENT WRITTEN, EXCELLENT WRITTEN AND VERBAL COMMUNICATION SKILLS, WRITTEN AND VERBAL, EXCEL, OUTLOOK, POWERPOINT, WORD, PUBLISHER, PROBLEM SOLVING