

Shantel Freeman



## Work Experience

### Health Education Program Assistant

Hui Malama Ola Na 'Oiwī-Hilo, HI

October 2023 to Present

1. Assists Health Educators by preparing exhibits, posters and displays for presentation at meetings, conferences, clinics and public gatherings.
2. Provides and facilitates individual and/or group counseling and/or health education.
3. Conducts community surveys and research to identify health related needs; assess program effectiveness, and determine ways for improvement of services.
4. Assists Health Educators and medical providers in planning and participating in evaluation of educational/counseling needs, presenting health education programs and demonstrations.
5. Develops and maintains communications with various community, professional, and government organizations that provide services to clients and to promote health education programs.
6. Monitors patients' medical and psychological status and behavior and keeps physicians informed as to their status.
7. Responds to public inquiries concerning health education activities and functions as a resource of information and performs referral duties regarding general health services available in the community.
8. Participates in developing and evaluating educational materials, curriculum and sessions.

#### QUALIFICATIONS

Working knowledge of:

1. Basic use of computer programs
2. Concepts of public health services
3. Principles, methods and practices of health education
4. Group dynamics
5. Medical terminology
6. The principles, methods and techniques used in counseling
7. Basic math and basic statistical concepts

Skill and ability to:

1. Compile, organize, analyze, summarize data, and draw logical conclusions
2. Write effectively in order to produce educational materials such as exhibits, posters and pamphlets, letters, keep accurate records, etc.
3. Operate a personal computer and utilize software for the purposes of data management and word processing
4. Communicate effectively to groups and individuals from a variety of socioeconomic and cultural backgrounds
5. Develops and maintains effective working relationships with those contacted in the course of work; provide excellent customer services

### QI Specialists

'Ohana Wellcare Hawaii/Aston Carter-Hilo, HI

February 2023 to Present

Measure impact and sustain improvements made at clinics. Demonstrate ability to make recommendations and implement quality improvement interventions based on results of projects. Converts data into useable information, and measures the impact of improvement initiatives.

Meets with internal and external audiences to identify and problem solve QI issues. Monitors medical practice efforts to ensure compliance with internal and external QI standards. Reviews medical records and other documentation to ensure quality care. Helps to prepare annual QI report.

Conducts periodic review of Quality metrics and analyzes trends. Prepare auditing tools to review items and areas of inspection. Conduct a detailed technical review of all processes and procedures.

- Quality Metric Performance Improvement.
- Data Collection for improvement reports.
- Patients reviews.
- Patient Safety.
- Improve patient care practices.
- Data Analysis.

### **General Office Clerk**

FCH Enterprises Inc-Hilo, HI

January 2022 to December 2022

Responsible for tasks, such as:

- Communication: Answering and transferring phone calls, taking messages, and communicating with customers, employees, and others
- Mail: Sorting and delivering incoming mail, and sending outgoing mail
- Scheduling: Scheduling appointments and managing calendars
- Information: Providing general information to staff, clients, or the public
- Documentation: Typing, formatting, or editing routine memos or other reports
- Filing: Maintaining filing systems and records
- Office machines: Operating office machines, such as photocopiers, scanners, facsimile machines, voice mail systems, and personal computers
- Inventory: Assisting in maintaining office supply inventory and placing orders when necessary
- Databases: Managing and updating company databases and records
- Cleanliness: Maintaining a clean and organized office environment

Some skills and qualities include:

- Excellent time management skills and the ability to prioritize work
- Attention to detail and problem-solving skills
- Strong organizational skills with the ability to multi-task
- Excellent communication and customer service skills
- Proficient in Microsoft Office suite
- Able to learn quickly and use new technology

### **Customer Service Associate/Pharmacy Technician**

CVS Health-Kahului, HI

June 2011 to June 2019

As a Pharmacy technicians I performed a variety of tasks to ensure patient safety and health, including:

- Filling prescriptions: Gathering information from customers or health professionals, measuring medication, packaging, and labeling prescriptions
- Inventory management: Organizing inventory and alerting pharmacists to shortages
- Administrative tasks: Processing insurance claims, tracking inventory, and filing paperwork

- Customer service: Answering phone calls, responding to questions, and arranging for customers to speak with pharmacists
- Patient information: Entering patient information into a computer system and maintaining patient medication profiles
- Providing information: Informing patients, carers, and other healthcare team members about symptoms and products
- Assisting with vaccines: Identifying patients who may be eligible for vaccines, providing screening forms, and processing and billing for vaccine prescriptions

### **Bank Teller/Customer Service Representative**

First Hawaiian Bank-Hilo, HI

January 2001 to August 2007

As a bank teller's my primary responsibility was to provide customer service and assist customers with their financial transactions. Task included:

- Customer service: Greet customers, answer questions, and resolve complaints
  - Processing transactions: Accept cash, checks, and other forms of payment, process deposits, withdrawals, and transfers, and record transactions
  - Opening accounts: Help customers open new accounts or savings plans
  - Promoting products and services: Inform customers about bank products and services, such as checking and savings accounts, loans, certificates of deposit (CDs), and credit cards
  - Exchanging foreign currency: Exchange dollars for foreign currency and compute transaction fees
  - Ordering checks and bank cards: Place orders for checks or bank cards for customers
  - Balancing cash drawers: Count the cash in the drawer at the beginning and end of each shift to ensure the amounts balance
  - Administrative duties: Perform administrative duties, such as answering phones, managing emails, keeping a clean lobby and workspace, and organizing files
  - Maintaining customer confidentiality: Keep customers' personal information confidential
- Customer service. Providing personal and business bank services to our customers.

### **Receptionist/Sales Associate**

HPM Building Supply-Hilo, HI

February 1998 to January 2003

As a receptionist I was first point of contact for a company's clients and employees, and to create a welcoming environment. My responsibilities included:

- Greeting: Welcoming visitors and clients in a friendly manner
- Directing: Directing visitors to the correct office or person
- Answering calls: Answering and screening phone calls, taking messages, and routing calls to the correct person
- Managing mail: Receiving, sorting, and distributing mail, packages, and deliveries
- Scheduling: Scheduling appointments and meetings
- Maintaining records: Keeping records of visitor requests, calls, and office supply inventory
- Performing clerical tasks: Performing basic filing, transcribing, faxing, and copying
- Maintaining the office: Keeping the reception area and common areas clean and tidy, and operating office equipment
- Providing customer service: Responding to customer inquiries and grievances in a polite and timely manner
- Providing security: Maintaining security for the building by providing passes to visitors and monitoring security systems
- Supporting coworkers: Notifying employees when visitors arrive and providing additional support to sales agents and CSRs

Skills & Qualities included:

Good listening skills, being empathetic, and have strong relationship-management skills. I am able to work well with others, manage my time, and be comfortable using standard office equipment.

## Education

### **High school diploma in General Studies**

Hilo High School - Hilo, HI

August 1995 to May 1998

## Skills

- Computer skills
- Dispatching
- Customer service
- Phone etiquette
- Clerical experience
- Pharmacy technician experience
- Loss Prevention
- Typing
- Shipping & Receiving
- Accounts Receivable
- Office Management
- Sales
- Accounts Payable