Shunquala M. Robinson

1616 West Lake Dr. Conway AR, 72034

901-364-0436

[robinson.shunquala@philander.edu](mailto:robinson.shunquala@philander.edu)



My objective is to obtain a position within your company to utilize my communication skills. I am an excellent planner and problem solver, who readily adapts to change, work independently, and exceed expectations. I can handle multiple priorities and meet tight deadlines without compromising quality.

SKILLS

Type 30 WPM

Team Building

CPR Training

One site Software

Epic software

Yardi software

Medical Insurance

Laboratory/Microscope usage

EDUCATION

Graduated from:

**Philander Smith College, Little Rock, Arkansas**

**The University Of Central, Conway, Arkansas**

August 2018- 5/06/2023

* Major: Biology and Medicine
* Minor: Communication
* GPA (3.45)

**West Memphis High School, West Memphis, Arkansas** *—* 2016-2018

* GPA (2.96)

EXPERIENCE

**Baptist Health Hospital, Little Rock, Arkansas -** Patient Care Technician

Current Employer

* I’m assigned to the urology floor, and on my assigned floor I work with Bariatric patients.
* My job responsibiltities consist of patient monitoring, CHG baths on foley tubes/bags, emptying foley bags, emptying jp drains and patients hygiene.
* I also assist patients with walking thearpy after having procedures done.
* Not only do I work on my assigned floor, but I also pick up shifts working on other mild and critical floors. Such as Oncology, coronary/cardiac care unit, ER, intensive care, NICU, Urology, cancer patients and many others.

**Conway Regional, Conway, Arkansas** **—-** Access Representative October 2021- October 2022

* Register/Preregister patients, and process admission paperwork.
* Process and collect patients’ medical estimates.
* Verify patients’ health care insurance information
* I performed these duties within the Outpatient, Inpatient, ASD, and Mammogram department.

**Lake Pointe Apartments, Conway, Arkansas** *— Leasing Consultant*

April 2020- October 2021

* + Completed leasing packages for all rentals and maintained 85% occupancy rate, quickly processed denial letters to inform prospective applicants of application rejection.
  + Assisted in development of marketing plans, internet, print advertisements and marketing copy.
  + Provided tours and apartment complex information to prospective residents.
  + Used housing database systems (Yardi) to calculate annual rent totals and

recommended rental pricing strategies to maximize profit and revenue generation.

**Taco Bell, West Memphis, Arkansas** *— Shift Lead*

May 2017 - July 2019

* + Operated high-volume cooking and assembly equipment.
  + Helped to order and stock received food supplies and equipment.
  + Assisted with cashier and cleaning operations.

**Owner, Moe’s Sweets, Conway/West Memphis, Arkansas** *— Desert Creator*

February 2016- Present

* + Responsible for the creation, decoration, and presentation of desserts such as fruits, cookies, cupcakes, and pastries.
  + Service clients by creating custom-made desserts for special occasions including holidays, birthday parties, baby showers, and other social gatherings.