

Roz Santana

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Career Objective

To secure a position with a company where I can utilize my creative talent and business experience to enhance the company's productivity, profitability, and reputation.

Professional Experience

Office Assistant – Endris Chiropractic

August 2016-March 2017

- Manage full patient experience: including and not limited to phone calls, appointment scheduling, insurance claims, payment processing and providing treatment education materials
- Update and maintain patient information databases
- Mentor and train junior assistants on software, client interaction, and best business practices
- Responsible for maintaining the cleanliness of the office to ensure a welcoming environment for all clients
- Additional roles held: Administrative/Personal Assistant to Chiropractor
- Job specific trainings: HIPAA, x-ray assistance, spinal adjustment assistance, electric stimulation assistance

TMA (Trained Medication Aide) *October 2018-present*

- Assist with medical administration of narcotics/ provide direct cares for residents at Lyngblomsten Care Center and report directly to the nurses.
- Maintain a certification through the state for certified nursing assistant/TMA

DIY Customer Service Representative – Skyline Exhibits

March 2014 – June 2016

- Resolve sales inquiries and disputes regarding shipping, change orders, product information, pricing and data entry
- Utilize SAP and CRM and lead generation tools to enable sales team
- Provide customer service insight for catalog production encompassing over 10,000 products
- Lead in depth navigation of sales tools to create a smooth user experience
- Work cross functionally with sales, production and scheduling to ensure customer satisfaction at all times

Manager – Perkins West Saint Paul

January 2013-July 2013

- Ensure compliance with Perkins standards with regards to guest relations, labor costs, restaurant safety, and sanitation
- Recruit, hire, and train staff to develop skills and provide superior customer service to all guests
- Utilize strategic planning, shift-pattern organization and inventory control to exceed strict budgetary guidelines
- Supervise 20 employees and provide coaching, mentorship, and performance evaluations.
- Maintain personnel records, financial and administrative reports

Education

Red Cross CNA Graduate 2018

Illinois Wesleyan University – May 2012

Bachelor of Fine Arts in Musical Theatre – Bloomington, Illinois

- Honors: cum laude (GPA: 3.8/4.0)
- Musical Theatre Society Member | Treasurer

Core Competencies

- Communication
- Time Management
- Staff Training/Development
- Bookkeeping
- Microsoft Office Suite
- SAP and CRM (Dynamics)
- HIPAA Trained
- VIRTUS Certified

Community Involvement

Wakota Life Care Center (2015-2017) – Volunteered and chaired fundraisers to raise awareness and provide support for holistic women's healthcare, education, about fertility, breastfeeding, and more.

St Joseph Parish Youth Group Fund (2012-2017) – Collaborate with other leaders within the church to fundraise for the all youth programs.

InterVarsity Christian Fellowship (2008-2012) – Minister to students and faculty through small group Bible studies, large group gatherings, leadership training, thoughtful discipleship, and life-changing mission trips.

Theatre Involvement

Theatre Resume Provided Upon Request

- SPS Theatre (*Death of a Liturgist*)
- McPherson (*Promenade, Once Upon a Mattress, The Trojan Women, The Children's Hour*)
- Johnson/Kirkpatrick (*Agnes, Natural Selection, The Spitfire Grill, All I Need Are Words*)
- Starlight Productions (*Pirates of Penzance, Eleemosynary, The Adventures of Tom Sawyer, The Best Christmas Pageant Ever*)
- Phoenix Theatre (*Naomi in the Living Room, The Country Club*)