



SHALA THOMAS

shalathomas50@gmail.com | 313-948-9765 | Eastpointe MI

Summary

Reliable Individual skilled at coordinating supplies, records, schedules, making Appointments for existing patients and customers to keep office ready for daily demands. Proficient in Taking inbound and making outbound calls. Excellent Customer service, Positive, upbeat and detailed-oriented.

Skills

- Data Entry
- Microsoft Word, including Excel
- Medical Terminology
- Appointment Coordination

Experience

McLaren Hospital | MI

Patient Aide Associate

09/2020 - Current

- Assists patients with movement and placement, personal care, and daily activities
- Keep patient rooms orderly, clean, and maintains medical equipment
- Reports findings or changes in physical, mental and emotional conditions to nursing staff, as well as documenting

Body Contour Studios | Southfield, MI

Body Contouring Specialist

03/2019 - 04/2022

- Appointment scheduling, as well as consultation work, and client communication
- Researched and analyzed customer feedback to identify areas of improvement.
- Identified needs of customers promptly and efficiently.

Assisted Hands Home Care | Sterling Heights, MI

Receptionist/Health Aide Assistant

07/2015 - 01/2019

- Completing AM and PM care of residents
- Assisted patients with meals, appointments, activities, etc
- Grooming, Demonstrating high level of customer service and proficiency

Dialog Direct | Highland Park, MI

Customer Service Representative

09/2013 - 05/2017

- Answered incoming calls and emails, providing frontline customer support or assistance.
- Remained calm and professional in stressful circumstances.
- Answered inbound calls, chats and emails to facilitate customer service.

Education and Training

Macomb Community College

Bachelors of Nursing

01/2024

BLS/ACLS Certified Body Contour Specialist Certification Certified Home Health Aid

06/2013

Stevenson High School | Sterling Heights, MI

01/2013