

# SAVANNAH MCENTIRE

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📍 Goose Creek, SC 29445

## PROFESSIONAL SUMMARY

Results-driven professional focused on delivering exceptional support for customer needs. Successfully manages concerns and resolves conflicts to maximize customer satisfaction. Offers strong background in customer relations and communication.

## EDUCATION

**East Tennessee State University**  
Johnson City, TN • 05/2024

**Bachelor of Science:** Kinesiology

- Dean's List
- University Scholarship Recipient
- Relevant Coursework: Legal issues, exercise fitness testing, athletic training, fundraising in sports
- Tennis club member

**Pisgah High School**  
Canton, NC • 06/2020

**High School Diploma**

- Haywood County Schools Scholarship Recipient
- Extracurricular Activities: Soccer team
- Professional Development: Home Health Cert. CNA Cert.

## SKILLS

- Customer Service
- Detail Oriented
- Computer Skills
- HIPAA Compliance
- Patient Scheduling
- Direct Patient Care
- Immunization Administration

## CERTIFICATIONS

- CMA - Certified Medical Assistant

## WORK HISTORY

**Star Fitness - Front Desk Associate**  
Elizabethton, TN • 11/2021 - Current

- Maintained cleanliness and organization of front desk area.
- Greeted visitors and customers upon arrival, offered assistance, and answered questions to build rapport and retention.
- Confirmed important personal and payment information for compliance with security and payment card industry standards.
- Answered guest questions and referred to local points of interest.
- Introduced customers to gym amenities with pleasant and helpful demeanor.
- Answered customer telephone calls promptly and appropriately handled needs.
- Trained new staff members in customer service techniques.
- Kept accounts in balance and ran daily reports to verify totals.
- Enforced policies and procedures to increase efficiency.
- Reported facility and room maintenance problems to appropriate personnel for immediate remediation.

**Watauga Orthopedics - Clinical Assistant**  
Johnson City, TN • 02/2023 - 01/2024

- Utilized effective communication and active listening skills when interacting with physicians, nursing staff, and patients.
- Reviewed physician's calendar and scheduled patient appointments by telephone and in-person.
- Maintained up-to-date patient records with medical histories and test results with Athena Health.
- Followed comprehensive clinical protocols to safeguard patient safety.
- Prepared examination rooms and sterilization of equipment following hospital guidelines.
- Taught patients about medications, procedures, and care plan instructions.
- Administered Injections
- Kept medical supplies in sufficient stock by monitoring levels and submitting replenishment orders before depleted.
- Scheduled appointments, registered patients, and sent prescriptions through Athena Health.

**Cataloochee Ski Area - Guest Service Representative (Seasonal Position)**

*Maggie Valley, NC • 12/2021 - 01/2024*

- Resolved guest complaints and discrepancies in prompt and courteous manner.
- Collaborated with team members to handle guest requirements from check-in through check-out.
- Oversaw fast-paced front desk operations and guests' needs at busy facility.
- Took reservations over phone and through email, recording guest information in computer system and verifying details.
- Answered phones with professionalism and directed calls appropriately.
- Maintained high level of professionalism and discretion when dealing with guests.
- Remedied issues quickly and effectively through active listening, conflict resolution, and dynamic communication skills.
- Responded to guest inquiries to maximize guest satisfaction.
- Managed check-in procedures for guests.
- Utilized variety of organizational and communication skills to drive guest satisfaction.
- Maintained accurate and up-to-date records of guest information.
- Assisted guests with variety of services and local attraction information.
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**Lake Junaluska Assembly - Recreation Specialist Assistant Manager -seasonal**

*Lake Junaluska, NC • 05/2021 - 08/2023*

- Scheduled events in recreation facilities and monitored facility conditions.
- Maintained inventory of supplies and equipment with established sign-out procedures.
- Tracked spending, enrollments and attendance to produce monthly reports for program director.
- Performed program financial administration, reporting and documentation functions.
- Supervised camper activities to address behavioral issues and promote fun, safety and inclusivity.
- Provided clear instruction to activity and program participants to deliver fun and maintain safety.
- Resolved conflicts that arose between campers by listening to complaints and finding appropriate solutions.
- Collaborated with other recreation staff in developing new recreational activities.
- Developed and monitored safety policies and procedures to facilitate safety of participants.

**Sliver Bluff Village - CNA**

*Canton, NC • 02/2019 - 08/2020*

- Answered call lights and supported patient comfort and safety by adjusting bed rails and equipment.
- Promoted good oral and personal hygiene by aiding patients with

shaving, bathing, and teeth brushing.

- Supported ambulation and physical therapy needs by conducting planned exercise routines.
- Checked patient vitals such as temperature, blood pressure, and blood sugar levels.
- Educated patients and family members on best home care practices for healing and recovery.
- Helped clean and prepare patient consultation rooms to maintain hygiene standards
- Delivered individualized patient care by recording vital signs, documenting observations, administering treatments, and evaluating patient needs.
- Cared for residents in assisted living facility and delivered high-quality support to meet needs.
- Assisted with feeding and monitored intake to help patients achieve nutritional objectives.
- Oversaw and maintained patients' rooms, group living areas, and nurse stations.
- Cared for clients with diagnoses such as respiratory failure, diabetes, Parkinson's disease and muscular dystrophy.
- Participated in fun group activities with patients to boost mood, improve overall memory, and provide light entertainment.