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## RASHUNDA ARMSTRONG

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### Profile

A dedicated professional with 3 combined years experience in administrative positions in the fields of healthcare and academia. Area of expertise includes scheduling clinic appointments and diagnostic tests, while supervising the flow of outpatient clinics. Now seeking to contribute my experience, skills, and expertise to your team.

### Experience

#### **Scheduler, Methodist Le Bonheur Healthcare; Memphis, TN - November 2013-Present**

Schedule outpatient clinic visits and diagnostic testing (Echocardiogram, Electrocardiogram, Cardiopulmonary Stress Test) for 14 cardiology physicians. Interview patients to obtain accurate demographic and insurance information for registration purposes and insurance verifications. Developed the skill of organizing/prioritizing tasks and maintaining control of work flow in a multi-faceted environment. Serve as a liaison between physicians who order cardiovascular tests and the technicians and sonographers who perform the tests.

#### **Crew Desk Representative, SMX Staff Management; Memphis, TN - August-November 2013**

Administered new hire tests which included integrity, skills, background, and drug tests. Took daily attendance of over 300 employees and supervised completion of job quotas. Issued written and verbal warnings for conduct, safety, and attendance violations. Staffed open warehouse positions at Jabil Circuit Inc. and met weekly goals for number of new associates hired.

#### **Office Assistant, Oglethorpe University; Atlanta, GA - August 2011-December 2012**

Registered new and returning students for their class schedules each semester. Organized campus events, such as Scholarship Weekend and OU Day of Service. Chartered a chapter of Alpha Kappa Alpha Sorority Incorporated on a university campus where no black greek life existed.

### Education

#### **Oglethorpe University, Atlanta, GA — Bachelor of Science, Psychology 2013**

### Skills/Organizations

Exemplify a high level of professionalism when providing exceptional customer service. Proficiency in Microsoft Office, Outlook, and SPSS. Organized with an eye for detail and passionate about work that serves others. Ability to adapt to new tasks, resourceful at finding solutions to problems, and thrives in a fast paced environment. Member of Alpha Kappa Alpha Sorority, Inc. and the NAACP.

### References available upon request

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