



Shannon Smith

EDUCATION:

- 2004 Completed first semester El Centro College Associate Degree Nursing Program
- 1990 Graduated from The Univ. of North Texas with a Bachelor of Science Degree.

EXPERIENCE:

2004- Present Patient Care Tech: Harris Methodist Trauma ICU

Assisted nurses and doctors with invasive procedures, dressing changes

Jun- Dec 2003 HEB Emergency Room Admissions Specialist

Documented demographic and insurance information for ER patients, verified pre- op appointments at HEB hospital

Feb- Jun 2004 Dental Lab Tech

Poured and mounted dental casts, made dental appliances, ordered supplies, articulated models on precision equipment for cosmetic ceramics

Aug- Dec 2003 Office Tech

Proofed and entered data from field reports, marked city maps with flow data and manhole locations, proofed and corrected final data reports.

2002-2003 Cockpit Crew Scheduler

Ensured flights were adequately manned while meeting various contractual working agreements, company service requirements and Federal Aviation Regulations.

1999-2002 Customer Service Representative

Resolved premium customer complaints via phone, fax and email. Acted as liaison with AA Vacations Department and created departmental guidelines for handling AADVANTAGE issues.

Sept. 11,2001 CARE Team Member Activation

Activated for ten days to assist the families of terrorist attack victims in the Boston area.

1998-1990 Domestic and International Reservations Agent

Sold American Airlines product to domestic and international markets. Provided answers to general inquiries regarding international travel requirements, documents,

1990-1998 English and Special Education Teacher.

Taught 7th grade English for six years at Smithfield Middle School and two years at Shannon Learning Center. Created lesson plans for each student in all subjects while maintaining communications with their parents, parole officers and the administration