

# Susie Q. Student

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## EDUCATION

University of Southern Indiana (USI) Evansville, IN  
Bachelor of Science Health Services-Administration expected graduation 12/2024

## INTERNSHIP

Deaconess Midtown Hospital Evansville, IN  
Student Intern rotation through four departments 01/2023-08/2023

- Human Resources
  - Participated in interview appointments with potential employees
  - Led on-boarding benefits education sessions with new hires
- Patient Intake
  - Managed emergency room check-in desk
  - Communicated to staff about patient flow
- Payroll
  - Reviewed employee time logs verifying PTO to earned hours and company policy
  - Entered withholding revisions to corporate payroll system software
- Customer Billing
  - Fielded customer calls concerning account balances
  - Processed customer payments using company accounting software

## EMPLOYMENT

Monarch Beverage Evansville, IN  
Promotional Specialist 01/2022-Present

- Showcase products and services to Southern Indiana, Northwestern Kentucky, and Southeastern Illinois: 100-mile radius from Evansville, IN office territory
- Entice customers to purchase beverages or utilize drink dispensing systems through captivating stories and tasting events
- Conduct online surveys on customer knowledge, use, and reaction to products
- Collaborate with data analytics and sales department to analyze survey and sales data

Kenny Kent Toyota Evansville, IN  
Assistant Office Administrator 05/2019-11/2021

- Answered incoming phone calls concerning automobile issues and began the resolution process efficiently and attentively
- Partnered with multiple departments to update clients on repair progression
- Gained knowledge in evaluating various warranty claims on customer vehicles

## CERTIFICATIONS

Basic Life Support/Red Cross exp 9/2024  
Advanced Care Planning/USI 6/2022