

RAEGAN EDWARDS

317-999-5617 – EDWARDS.RAEGAN@YAHOO.COM – GARY, IN

SKILL

- Customer Service
 - Project Support
 - Pharmacy Software
 - HIPAA Compliance
 - Medical Terminology
 - Microsoft Office & Teams
 - Lesson Planning & Delivery
 - CPR Certified
 - Database Programming & SQL
 - Statistical Analysis
 - Paraprofessional Experience
-

EDUCATION

Western Governors University (WGU)
Bachelor of Science in Business Management / Project Management
Expected Graduation: 2026

Med Certs – Indianapolis, IN

- CMAA – Certified

Medical Administrative Assistant

- CCSP – Certified

Customer Service Professional Online – Gary, IN

- CAPM - Certified

Associate in Project Management (in progress)

Summary

Motivated and adaptable Business Management / Project Management student with years of hands-on experience in customer service, education, and healthcare. Skilled in communication, organization, and project coordination. Currently pursuing a Bachelor of Science at WGU, with a strong interest in operational efficiency and client support. Committed to using business knowledge and leadership ability in fast-paced environments.

Education

Customer Service Representative

Robert Half – December 2024 – Present

Handle inbound and outbound calls to resolve client concerns professionally.

Provide prompt responses to customer inquiries and escalate issues as needed.

Document client interactions and support data confidentiality.

Flex Teacher

Thea Bowman Leadership Academy – July 2023 – December 2024

Delivered instruction across multiple subjects and grade levels.

Created engaging lesson plans and kept classroom discipline.

Adapted curriculum to meet academic goals.

Substitute Teacher

Parallel Employment Group – September 2019 – June 2023

- Implemented flexible teaching strategies across various schools.

- Maintained structured learning environments in absence of regular teachers.

- Reported on classroom performance and student