

ALEXANDRA SHANK

717-649-1660

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I have a 7+years of customer service experience and 2+ years of public health experience. I have an education background in Nutrition, Wellness and Health Promotion. I'm looking to continue my career and challenge myself as a Health Educator.

EXPERIENCE

MARCH 14, 2022 – PRESENT

CUSTOMER EXPERIENCE SPECIALIST, THE PENNSYLVANIA KEY

In this position, I provide technical support to Early Childhood Educators using the Pennsylvania Professional Development Registry website both over the phone and via an online ticketing system.

APRIL 26, 2021 – FEBRUARY 8, 2022

COMMUNITY HEALTH WORKER & WIC CLIENT ASSISTANT, FAMILY HEALTH COUNCIL OF CENTRAL PENNSYLVANIA

As a CHW, I assess need and connect WIC participants to necessary health services. For this role, I obtained a 100-hour PA Community Health Worker Certification. As a Client Assistant, I assist in issuing food benefits and provide nutrition education, and breast-feeding support to women and families participating in the WIC Program. This position also includes appointment scheduling, program intake, care plan documentation, and various administrative tasks. I am also responsible for obtaining anthropometric data for both adult and child participants.

OCTOBER 22, 2019 – OCTOBER 23, 2020

COMMUNITY HEALTH AND NUTRITION ASSOCIATE, THE SALVATION ARMY HARRISBURG

In this position, I taught Health and Nutrition courses based on several SNAP-Ed curriculums. I primarily taught adult courses, but have worked with children from grades Pre-K thru 12. When I was not teaching, I did administration work for the Community Health and Nutrition Department including, but not limited to needs assessments, program planning, data collection, statistics reporting, and social media management.

AUGUST 22, 2017 – SEPTEMBER 30, 2019

ROOMS DIVISION COORDINATOR, HILTON HARRISBURG

I received this position as a direct promotion from the front desk. As the Room's Division Coordinator, attention to detail is key. I was responsible for using spreadsheets to ensure large group reservations were uploaded into the reservation system and ensure that the billing is set up correctly. I also managed the gift shop and was the direct supervisor of 2 part-time associates.

EDUCATION

JANUARY 2020 - DECEMBER 18, 2020

HARRISBURG AREA COMMUNITY COLLEGE

I hold an Associates of Applied Science degree in Wellness and Health Promotion.

GPA: 3.33

AUGUST 2014 – DECEMBER 2016

PENNSYLVANIA STATE UNIVERSITY

I completed 66 credits towards a bachelor's degree in Nutritional Sciences with a minor in Psychology. My last reported GPA was a 3.96

JUNE 2014

HIGH SCHOOL DIPLOMA, EAST PENNSBORO AREA SENIOR HIGH SCHOOL

GPA: 4.25

Activities: marching band, musical theater, Youth and Government Club, French Club

SKILLS

- Microsoft Office (all associated programs)
- Public speaking
- Project planning

- Data entry and spreadsheets
- Organization
- Fast learner

ACTIVITIES

I have a daughter and in my free time I enjoy cooking and preparing meals with and for my family; reading; learning new things and continuing my education in any way that I can.