

Erin Shackelford

Manteno, IL • 815-386-6733 • egsh18@yahoo.com

PROFESSIONAL SUMMARY

Detail-oriented administrative and customer service professional with experience in healthcare, office operations, billing, and client relations. Known for managing high-volume tasks, maintaining accurate records, and delivering excellent customer support in fast-paced environments. Strong communication, organization, and multitasking abilities with a focus on efficiency and positive client experiences. Seeking an administrative or customer service role where I can contribute to smooth daily operations and team success.

PROFESSIONAL EXPERIENCE

Administrative / Contact Lens Technician

Main Street Opticians – Bourbonnais, IL (March 2025 – Present)

- Maintain accurate patient records and process contact lens orders
- Educate patients on proper contact lens use and care
- Perform pre-testing procedures including visual fields and imaging
- Manage front desk operations and scheduling
- Coordinate office supplies and vendors

Professional Cleaner

Kleenrr, LLC – Bourbonnais, IL (Aug 2024 – Dec 2024)

- Provided residential and commercial cleaning services
- Maintained strong client relationships
- Ensured quality and attention to detail

Lead Teacher

YMCA Daycare Center – Kankakee, IL (Dec 2023 – July 2024)

- Created structured classroom environment
- Implemented behavior strategies
- Communicated with parents

Billing Department Specialist

GT Express Inc. – Kankakee, IL (May 2023 – Nov 2023)

- Processed billing and insurance estimates
- Collected and processed payments
- Maintained financial records

Assistant Director (In Training) / Lead Teacher

Stepping Stones Daycare (2018 – 2023)

- Supported operations and compliance
- Supervised staff and training

- Communicated with parents

Office Assistant

Superior Real Estate (2013 – 2015)

- Managed calls and records
- Organized files and spreadsheets

Office Manager

Lighthouse Wellness Centers (2007 – 2013)

- Managed office operations and billing
- Oversaw scheduling and credentialing
- Improved workflow efficiency

EDUCATION

Kankakee Community College – Currently Enrolled
High School Diploma / GED

SKILLS

Administrative Support • Customer Service • Medical Billing • Data Entry • Microsoft Office • Scheduling
• HIPAA Compliance • Communication • Leadership • Multitasking

CERTIFICATIONS

CPR Certification (2024)
First Aid Certification (2026)
ServSafe Certification
Non-CDL Class C License

ADDITIONAL INFORMATION

Authorized to work in the U.S. for any employer