

# Shoua Schiuung

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## Summary of Skills

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Seeking to obtain a position as a team-player in a task-oriented organization where I can maximize my production experience in a challenging environment to achieve corporate goals. Patient and courteous in customer facing roles with recent Empowered Customer Care training at Twin Cities R! SE.

## Education and Training

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Twin Cities R!SE

St. Paul, MN

### **Empowered Call Center Training**

November 2018 to Present

- Learning principles and customer Service Applications, Call Center Terminology and exploring productivity metrics and new economy service expectations.
- 21<sup>st</sup> Century Skills Development and Application; Including Teamwork, Critical-Thinking and Problem Solving, Collaboration and Creativity; and Communication
- Enhancing Emotional Intelligence by focusing on self-awareness and relationship management skills for personal and professional development applied to a call center setting.
- 42 Hour Competency-Based Certification

Hennepin Technical College

Brooklyn Park, MN

### **Health Unit Coordinator Certification**

April 2018

- 200 Hour Internship at Fairview Mental Health Unit
- Certified Notary Public

Park Center Senior High School

Brooklyn Park, MN

### **High School Diploma**

## Professional Experience

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Vascular Solution

Maple

Grove, MN

### **Medical Assembly**

August

2015-May 2017

Covidien

Plymouth, MN

### **Packaging**

February 2013-

September 2014

E.A Sween Company / Deli Express  
Prairie, MN  
**Food Production**  
August 2013

Eden

May 2012 -

JCPenney  
Prairie, MN  
**Team Member**  
August 2009 - April 2014

Eden

FedEx SmartPost Inc.  
Minneapolis, MN  
**Team Lead**  
July 2008- March 2008