

LATONYA ALLEN

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SKILLS

- Patient scheduling
- Goal setting
- Active listening
- Teamwork
- Time management
- Attention to detail
- Multitasking
- Multitasking Abilities
- Excellent communication
- Reliability
- Team collaboration
- Adaptability and flexibility

EDUCATION

Southern New Hampshire University
Hooksett, NH • Expected in 05/2026

Bachelor of Arts: Creative Writing And English W/ Conc To Poetry

- Honoree of National Honor's Society & Sigma Tau Delta
- Honor Roll [January 2023, March 2023, May 2023, July 2023, September 2023, November 2023, January 2024, May 2024, July 2024 and December 2024]

PROFESSIONAL SUMMARY

Dynamic professional with a proven track record at Uva Imaging, adept in patient scheduling and fostering teamwork. Excelled in streamlining processes and enhancing patient care through effective communication and adaptability. Demonstrated multitasking abilities and attention to detail, contributing to continuous improvement and positive outcomes in fast-paced environments.

WORK HISTORY

Uva Imaging - Radiology Scheduler
Charlottesville, VA • 10/2018 - Current

- Coordinated radiology appointments for multiple clinics, ensuring the best patient care.
- Promoted a culture of continuous improvement within the scheduling department by actively participating in Process Improvement meetings and offering constructive feedback on current scheduling issues to improve our patient's care and needs.
- Developed a strong understanding of various radiology procedures and their prerequisites, allowing for accurate scheduling and patient education.
- Collaborated with radiologists to ensure smooth workflow throughout the day, addressing any scheduling conflicts or delays as they arose.
- Streamlined appointment scheduling by implementing an efficient EPIC system.
- Facilitated same-day appointments whenever possible by constantly monitoring available time slots and communicating with clinical staff regarding urgent cases.
- Contributed to a positive work environment by fostering strong relationships with colleagues across various departments within the facility.
- Maintained strict adherence to HIPAA guidelines while handling sensitive patient information during the scheduling process.
- Assisted in training new schedulers on department protocols, policies, and software systems to ensure smooth integration into the team.
- Upheld HIPAA regulations and standards for protecting patient information.

Trader Joe's - Crew Member
Charlottesville, VA • 08/2016 - 10/2018

- Dean's List [\[May 15, 2024 and January 14, 2025\]](#)
- [President's List January 4, 2024](#)
- 3.714 GPA

- Demonstrated strong multitasking abilities, handling multiple orders simultaneously without compromising quality or efficiency.
- Worked well with teammates and accepted coaching from management team.
- Customer service, stocking, loading, cash register, bagging, cleaning, writing orders, and section leader over flowers, register candy and fresh products.

Apple Tree Academy - Lead Teacher, Toddler Room

Charlottesville, VA • 02/2013 - 08/2016

- Developed strong relationships with families, fostering trust and creating a welcoming atmosphere within the classroom.
- Adapted lessons to accommodate individual needs, supporting diverse learners in reaching their full potential.
- Assisted in maintaining a clean, organized, and inviting classroom environment that encouraged exploration and learning.
- Collaborated with fellow teachers to develop a cohesive and consistent curriculum for the Toddler Room.
- Managed classroom behavior effectively, ensuring a safe, nurturing environment for all children.
- Led enriching outdoor activities that promoted physical fitness, coordination, and exploration of the natural world.
- Achieved high levels of parental satisfaction through open communication and timely updates on their child's growth and development.
- Organized special events like holiday celebrations or themed days to create memorable experiences for children and families alike.
- Gathered materials and resources to prepare for lessons and activities.
- Actively encouraged children to develop their communication, problem-solving and social skills.
- Implemented curriculum to enhance classes with learning-focused activities.
- Maintained tidy environment to comply with cleanliness and sanitation standards.
- Sanitized toys and play equipment each day to maintain safety and cleanliness.
- Assisted in preparation of meals and snacks to provide children with proper nutrition.
- Consulted with parents to build and maintain positive support networks and support continuing education strategies.
- Guided students to develop social, emotional and physical skills.
- Implemented age-appropriate curricula to meet needs of young learners.
- Collaborated with teachers, parents and administrators to facilitate positive outcomes for students.