

Resume 405

OBJECTIVE

Highly motivated, knowledgeable, and results-driven professional to secure a position with your company as a *CNA*, *HHA*, or other key role in the *Healthcare* or *Human Services* industries, utilizing my skills, training, education, and experience

SUMMARY OF QUALIFICATIONS

- Over 7 years' experience as a *CNA* providing acute patient care in nursing home and residential settings, including care for geriatric, dementia, post-op rehab, and ill patients
- Experienced managing and providing care for up to 14 residents per shift performs a wide range of nursing care including bathing, feeding, dressing, bathroom assistance, transporting, exercise/activities, and more
- Regards patient confidentiality seriously and complies with all HIPAA rules and regulations
- Excellent working knowledge of medical and psychological terms and concepts
- Trains new healthcare personnel upon supervisor requests, delegating work orders to gauge comprehension of job duties and responsibilities, monitoring all work activities for quality, expediency, following exact requirements of patient/resident care plans, and ensuring proper resident/employee interactions, conducting performance evaluations, and consulting with upper management for employee progress/status reports
- Over 7 years' experience providing uncompromising highest standards of customer service in the healthcare industry, assisting in-house employees and residents with their requirements or selections of various products or services, developing and implementing intelligent solutions customized to individual needs, and resolving issues to their complete satisfaction
- Establishes rapport quickly with a diverse customer/patient base, building strong, long-lasting professional relationships
- Strong communications, analytical, and problem-solving skills, often in a fast paced, high-pressure environment
- Multi-tasks effectively, learns new systems quickly, and completes all projects on time or ahead of critical deadlines
- Dependable, conscientious, and cooperative colleague, adapting to nearly any work setting
- Leverages technology to enhance productivity, Windows, MS Office, EMR's, Internet research, etc.
- Works well independently or in collaboration with interdisciplinary teams of other healthcare professionals

PROFESSIONAL EXPERIENCE

05/2014 – Current *Certified Nurse Assistant (CNA)*

Our Lady of Peace, Lewiston, NY

- Provide physical support to assist patients to perform daily living activities, such as getting out of bed, bathing, dressing, using the toilet, standing, walking, or exercising.
- Document or otherwise report observations of patient behavior, complaints, or physical symptoms to nurses.
- Utilized Hoyer lifts and stand lifts to move patients
- Clean and sanitize patient rooms, bathrooms, examination rooms, or other patient areas.
- Escorted residents to activities, dining and appointments

04/2013 – 05/2014 *Retail Clerk*

Seneca Casino, Niagara Falls, NY

- Greet customers and ascertain what each customer wants or needs.
- Recommend, select, and help locate or obtain merchandise based on customer needs and desires.
- Answer questions regarding the store and its merchandise.
- Maintain knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices.

Education and Certifications

General Studies in preparation to attend Nursing Classes in the Fall of 2021

NCCC and Trocaire College, NY