

Resume 428

OBJECTIVE

Highly-motivated professional to secure a position with your organization utilizing my extensive skills, training, education and experience.

SUMMARY OF QUALIFICATIONS

- Over 7 years' experience as a CNA, providing acute patient care in nursing home, including care for geriatric, post-op rehab, and terminally-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 fully with all HIPAA laws and regulations
- Fully compliant with all medically-related OSHA rules and regulations
- Strong communications, analytical, math, and problem-solving skills
- Multi-tasks efficiently, learns new systems quickly, detail-oriented, and completes all projects on-time or ahead of schedule
- Experienced using computers, Windows, MS Office, Internet research, and email
- Self-starter, works well independently or collaboratively in a team environment
- Empathetic, motivated and passionate about helping others, can adapt to meet needs of clients

PROFESSIONAL EXPERIENCE

05/06 – 12/2019 *Nurse Attendant*

Mount St. Mary's Hospital, 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
- Prepare and maintain records and case files, including documentation, such as clients' personal and eligibility information, services provided, narratives of client contacts, or relevant correspondence
- Confer with clients to discuss their options and goals so that rehabilitation programs and plans for accessing needed services can be developed
- Review patients' dietary restrictions, food allergies, and preferences to ensure patient receives appropriate diet
- Gather information from caregivers, nurses, or physicians about patient condition, treatment plans, or appropriate activities
- Restock patient rooms with personal hygiene items, such as towels, washcloths, soap, or toilet paper
- Clean and sanitize patient rooms, bathrooms, examination rooms, or other patient areas
- Transport patients to treatment units, testing units, operating rooms, or other areas, using wheelchairs, stretchers, or moveable beds

10/18 – 01/19 *CNA*

Schoellkopf Health Center, Niagara Falls, NY

- Cared for individuals or families during periods of incapacitation, family disruption, or convalescence, providing companionship, personal care, or help in adjusting to new lifestyles
- Administered bedside or personal care, such as ambulation or personal hygiene assistance
- Prepared and maintain records of client progress and services performed, reporting changes in client condition to manager or supervisor
- Provide patients or caregivers with assistance in locating health care resources

08/17 – 10/18 *Medical Assistant*

Dent Neurologic Institute, Amherst, NY

- Prepared treatment rooms for patient examinations, keeping the rooms neat and clean
- Recorded patients' medical history, vital statistics, or information such as test results in medical records
- Interviewed patients to obtain medical information and measure their vital signs, weight, and height
- Answered telephones and direct calls to appropriate staff
- Scheduled and confirm patient diagnostic appointments, surgeries, or medical consultations
- Greeted visitors, ascertain purpose of visit, and direct them to appropriate staff

06/15 – 04/16

Customer Service Representative

Xerox, Niagara Falls, NY

- Conferred with customers by telephone to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints
- Kept records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken
- Resolved customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills
- Completed contract forms, prepare change of address records, or issue service discontinuance orders, using computers
- Contacted customers to respond to inquiries or to notify them of claim investigation results or any planned adjustments

11/14 – 09/15

CNA

Northgate Healthcare Facility, North Tonawanda, NY

- Answered patient call signals, signal lights, bells, or intercom systems to determine patients' needs
- Measured and record food and liquid intake or urinary and fecal output, reporting changes to medical or nursing staff
- Provided 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
- Reviewed patients' dietary restrictions, food allergies, and preferences to ensure patient receives appropriate diet
- Lift or assist others to lift patients to move them on or off beds, examination tables, surgical tables, or stretchers

01/05 – 02/15

Home Care Aide

Dale Association, Lockport, NY

- Maintained records of patient care, condition, progress, or problems to report and discuss observations with supervisor or case manager
- Provided patients with help moving in and out of beds, baths, wheelchairs, or automobiles and with dressing and grooming
- Cared for patients by changing bed linens, washing and ironing laundry, cleaning, or assisting with their personal care
- Entertained, conversed with, or read aloud to patients to keep them mentally healthy and alert
- Planned, purchased, prepared, or served meals to patients or other family members, according to prescribed diets
- Provided patients and families with emotional support and instruction in areas such as caring for infants, preparing healthy meals, living independently, or adapting to disability or illness

EDUCATION and TRAINING

- ***Medical Billing and Coding Certificate - 2021***
Bryant & Stratton College, Amherst, NY
- ***Certificate in Nursing Assistant (CNA) – 2014 – Pres.***
Prometric Testing Center, New York, NY
- ***High School Diploma***
Niagara Falls High School, Niagara Falls, NY