

Resume 394

OBJECTIVE:

To secure a position with your company as a *Front Desk Receptionist, Medical Office Assistant, or Customer Service Representative* that will utilize my years of experience as a certified nursing assistant, customer service and office assistant.

SUMMARY OF QUALIFICATIONS:

- Over 9 years' experience working in an assist living facility utilizing my certification and customer service
- Empathetic, motivated and passionate about helping others, can adapt to meet needs of clients
- Experienced in provided outstanding customer services and effectively completing the resolution to the satisfactory needs of the customer
- Multi-tasks efficiently in a fast-paced setting and completes all assignments/projects on time or ahead of schedule
- 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, detail-oriented, and problem-solving skills
- Experienced using computers, Windows, MS Office, Internet research, and email
- Works well independently, with little to no supervision, or collaboratively in a team environment

PROFESSIONAL EXPERIENCE:

05/12 – Current

Certified Nursing Technician

Our Lady of Peace, Lewiston, NY

- Taking care of the elderly, including personal hygiene, such as bathing and washing patients and assisting with showers if required. Assist with grooming such as brushing hair and trimming nails if needed as well as help patients get dressed daily.
- Maintaining proper protocol in controlling the spread of germs in the nursing facility.
- Making sure that residents are maintaining adequate nutrition, some residents require direct feeding which is one of the responsibilities that need to be obtained, if not possible reporting these changes to the nurse in charge.
- Proper handling of certain medical equipment such as bedpans, and anti-embolism stockings.
- Keeping a record of all your patient's health care status, and reporting any changes to other aides switching shifts as well nurses and charge nurses.
- Provide emotional support, understanding their emotional needs, fears and concerns. Taking the time to listen and console residents.

10/09 - 05/12

Customer Service / Cashier

Walmart, Niagara Falls, NY

- Responsible for making sure all customers are happy and providing excellent customer service.
- Counted and made sure to give and receive the correct amount of change.
- Made sure that all areas of the store are neat, clean and organized.
- Reported any and all concerns to leadership.
- Recommend, select, and help locate or obtain merchandise based on customer needs and desires.
- Maintained knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices.
- Watched for and recognized security risks and thefts and know how to prevent or handle these situations.

04/09 – 10/09

Camp Youth Counselor

Center for Joy, Niagara Falls, NY

- Helped write and implement a weekly schedule for your camp group.
- Organized and lead a variety of small and large group activities each week.
- Identified and respond to any children's behavior issues.
- Ensured that the sites are kept clean, organized, and free of litter.
- Assisted in maintaining accurate program records, including incident reports.

- Communicated with parents who may have any questions or concerns about their children's experiences and reported any concerns to leadership.
- Know and understand all emergency procedures included with the camp program.

EDUCATION & TRAINING:

Chemical Dependency Counselor / Human Services, Expected Graduation - 2022

Niagara County Community College, Sanborn, NY

Certified Nursing Assistant Certification

Our Lady of Peace, Lewiston, NY

High School Diploma

Niagara Falls High School, Niagara Falls, NY