

Summary

Skilled and dedicated healthcare clerk/professional adept at providing excellent administrative and clerical support in high energy environments. Dedicated to providing top-quality, patient-centered care. Highly skilled in addressing acute and chronic conditions. Resourceful navigation of complex healthcare environments to optimize patient care.

Skills

- Calm and Level-Headed Under Duress
- Medical Terminology Knowledge
- Detail-Oriented
- Critical Thinking
- Medical Recordkeeping
- Organization and Time Management
- Verbal and Written Communication
- Computer Proficiency
- HIPAA Compliance

Experience

Stay at Home Mom, 08/2014 to Current

United Family Of Stores – Abilene, TX

- Tended to children's general needs while providing supervision for safety in day-to-day activities.
- Engaged children with games and puzzles to promote mental development and enjoyment.

Floral Designer, 12/2009 to 12/2010

Wegmans Food Markets – Vienna, VA

- Prepared and processed floral orders to customer specifications via phone or resulting from in-store consultations.
- Set up colorful and inspiring store displays and arrangements.
- Participated in client consultations to discuss floral designs for special occasions, christenings, weddings and funerals.
- Communicated clearly and effectively with customers to determine type of arrangement desired, occasion and date, time and location for each arrangement needed.
- Promoted customer satisfaction by recommending flower pairings and greenery options for floral arrangements.
- Utilized expert communication skills to collaborate with customers and design bouquets, corsages and other floral pieces to meet requirements.
- Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service.
- Exceeded customer satisfaction by finding creative solutions to problems.
- Prioritized and organized tasks to efficiently accomplish service goals.
- Maintained updated knowledge through continuing education and advanced training.
- Assisted with customer requests and answered questions to improve satisfaction.

Nurse Tech/Clerk, 02/2009 to 11/2009

Whidbey Island Public Hospital – Freeland, WA

- Used mobility devices to transport patients.
- Looked for physical, emotional and symptomatic changes in patient condition and obtained necessary care for medical concerns.
- Distributed drinking water and nourishment to residents.
- Helped residents walk with or without self-help devices.
- Exhibited compassionate care and communication regarding issues surrounding death and dying.
- Rendered hands-on nursing care under direct RN supervision, adhering to medical center policies and procedures.
- Answered signal lights, bells or intercom systems to determine resident needs.
- Turned and repositioned residents using proper body mechanics to prevent pressure ulcers.
- Fostered relationships with patients, caregivers and healthcare teams to achieve individual care plan targets.
- Maintained accurate, timely flow of information by completing thorough patient records and updating healthcare team on patient status.
- Assisted residents with bathing and dressing to promote personal hygiene.
- Conducted routine checks on patient vitals, blood pressure, blood sugar and heart rate.
- Observed and reported unusual symptoms and changes to charge nurse.
- Collected specimens, monitored vitals and maximized patient comfort to maintain optimal environment.
- Delivered messages and ran errands.
- Delivered high-quality customer service through deep commitment to knowledge and performance.
- Answered telephones, directed calls and took messages.
- Communicated with patient's families, doctors, or other medical professionals to answer questions and address complaints.
- Reviewed files, records and other documents to obtain information or respond to requests.
- Supported office clerical functions using word processing and other software, email and office machines.
- Computed, recorded and proofread data or reports.
- Followed confidentiality rules to preserve data quality and reduce potential information compromise.
- Answered multi-line telephone system and routed calls to appropriate personnel.

Cashier Supervisor, 11/2006 to 09/2009

Regency Nursing Home – City, STATE

- Mentored employees in management of complicated sales, complex issues and difficult customers.
- Tracked company inventories, moved excess stock and arranged products to improve sales.
- Greeted customers and responded to requests for information.
- Built and maintained working relationships with peers and upper management.
- Authorized discounts and special actions to resolve customer disputes and maintain satisfaction.
- Called for backup cashiers during peak times to minimize wait time for customers.
- Oversaw work of cashiers to identify strengths and weaknesses in customer service, payment processing or merchandising plans.
- Supported front-end procedures to keep items well-stocked to prevent shrinkage.
- Processed payments promptly for customers to exceed productivity standards.
- Resolved customer problems by investigating issues, answering questions and building rapport.
- Trained employees on cash drawer operations and customer service protocols to carry out assigned tasks.
- Performed merchandising and signage updates during weekly and seasonal promotional changes.
- Processed exchanges and returns by inputting in company database.

Certified Nursing Assistant, 11/2005 to 11/2006

Company Name – City, State

- Distributed drinking water and nourishment to residents.
- Assisted patients with shaving, bathing and oral hygiene to promote healthy habits and overall wellness.
- Facilitated activities of daily living, personal hygiene management, feeding and ambulation.
- Turned and repositioned residents using proper body mechanics to prevent pressure ulcers.
- Looked for physical, emotional and symptomatic changes in patient condition and obtained necessary care for medical concerns.
- Used mobility devices to transport patients.
- Exhibited compassionate care and communication regarding issues surrounding death and dying.
- Rendered hands-on nursing care under direct RN supervision, adhering to medical center policies and procedures.
- Supported non-ambulatory residents in range of motion exercises.
- Maintained accurate, timely flow of information by completing thorough patient records and updating healthcare team on patient status.
- Collected specimens, monitored vitals and maximized patient comfort to maintain optimal environment.
- Answered signal lights, bells or intercom systems to determine resident needs.

Education and Training

Associate of Arts: General Education, 05/2023

Lincoln Land Community College - Springfield, IL

Certification For Nursing Assistance: 10/2005

Capitol Area Career Center - Springfield, IL