

JESSICA CLAIRE

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SKILLS

- Correspondence management
- Supply stocking
- Multi-line phone systems
- Greeting guests
- Hospitality services
- Keenness of insight
- Cash transactions
- Administrative skills
- Listening skills
- Microsoft Office
- Customer service surveys
- Corporate standards
- Hospitality
- Guest room confidentiality
- Problem resolution
- Company culture and values
- Staff motivation and training
- Safety procedures
- Written and oral communications
- Quality control
- Reliable
- Teamwork
- Hazardous materials
- Inquiry response
- Reports and documentations
- Room preparation
- Sales experience
- Exceptional customer service
- Oral and written communication
- Front desk communications
- Cash handling expertise
- Sales
- VIP services
- Data entry
- Public interaction

EDUCATION AND TRAINING

- Stratham Technology
Stratham, NH
Phlebotomy
Completed course with certificate
American Red Cross
Portsmouth, NH • 01/2002
Lia Certificate: Nursing
Completed course and received my state certification
Fcadv
Hudson, FL
Core Comp

SUMMARY

Knowledgeable and skilled Hospitality professional successful at balancing guest and business needs. Well-organized in managing check-in and checkout procedures, as well as coordinating services with diverse team members. Good multitasking, planning and communication skills.

EXPERIENCE

Boston Medical Center - Domestic Violence Advocate

Boston, MA • 12/2017 - 12/2019

- Worked closely with drug court staff in designing treatment plans specific to client needs.
- Identified treatment goals based on individual diagnosis and history.
- Supported and counseled clients with drug and alcohol addiction.
- Organized treatment projects that focused on problem solving skills and creative thinking.
- Conducted individual and group therapy sessions for outpatient clients.
- Maintained thorough clinical treatment notes.
- Planned and executed [project].
- Effectively controlled the release of proprietary and confidential information for general client lists.
- Successfully led key projects which resulted in [positive outcome].
- Conducted analysis to address [issue] which led to [positive outcome].

Marriott International - Home Health Care Provider

Lake Mary, FL • 09/2014 - 12/2016

- Organized and administered medications on clear schedules to help alleviate symptoms and optimize quality of life.
- Provided mental and emotional support to keep clients happy and healthy.
- Assisted disabled individuals to foster independence while still closely monitoring safety at all times.
- Administered personal care to clients within private home settings and championed patient independence and well-being.
- Maintained clean and well-organized environment to promote client happiness and safety.
- Planned optimal meals based on established nutritional plans, including shopping for ingredients and cooking dishes.
- Ran errands for clients and transported to appointments to maintain wellness and support daily living needs.
- Developed strong and trusting rapport with each patient to facilitate best possible care and assistance.
- Assisted patients with transitioning between beds, wheelchairs and automobiles, providing consistent and safe mobility support.
- Dressed, groomed and fed patients with limited physical abilities to efficiently handle basic needs.
- Provided personalized home-care to clients and fostered independence and health.
- Monitored clients' progress to report necessary changes.
- Met client demands by referring direct care providers.
- Supervised and supported activities of daily living such as medication administration and personal hygiene.
- Assisted clients in completing activities of daily living by managing household activities, maintaining daily schedules and providing transportation to and from medical appointments.
- Pleasantly greeted patients and families and displayed enthusiastic, compassionate attitude, effectively establishing long-term professional relationships.
- Observed patient vital signs and medication reactions, reporting any health concerns or behavioral changes.
- Maintained strong knowledge of medications and medical terminology through continued education and seminars.
- Delivered exceptional in-home patient care throughout recovery.
- Administered all necessary medications as directed by care plan.
- Worked to improve patient outlook and daily living through compassionate care.

Catholic Health Initiative - Front Desk Representative

Turtle Lake, ND • 12/2006 - 12/2008

- Monitored reservations to track incoming parties and special events.
- Received all incoming calls and coordinated with hotel staff to fulfill requests and resolve issues.
- Secured guest valuables in main safe or individual boxes.
- Arranged special accommodations for guests to maintain optimal satisfaction.
- Posted room charges such as food, liquor and telephone calls based on individual customer actions.
- Provided property details to patrons, including dining areas, pool, spa and fitness center.
- Confirmed transactional data by verifying name and payment information and clearly communicating costs and fees to patrons.
- Handled payment processing duties and provided customers with receipts and proper bills and change.
- Set and optimized employee schedules to secure proper coverage for all shifts.
- Welcomed patrons to front desk and engaged in friendly conversations while conducting check-in process.
- Managed customer complaints and rectified issues to complete satisfaction.
- Managed all front desk operations for busy high-volume hotel.
- Answered phones, responded to customer inquiries and transferred calls to appropriate staff members.
- Monitored safety, health and sanitation processes throughout all areas and enforced rules to promote security and safety.
- Educated patrons on entertainment and sporting events in nearby areas and made reservations to establishments, boosting local tourism.
- Collaborated with housekeeping and maintenance staff to address and mitigate facility issues.

Haven Healthcare Ctr - Cna

City, STATE • 07/2004 - 07/2006

- Provided hands-on nursing care under direct RN supervision, adhering to medical center policies and procedures.
- Consulted with nurses to develop patient care plans and evaluate treatment options.
- Preserved patient dignity and minimized discomfort by carrying out duties such as bedpan changes, diapering and bathing.
- Cleaned and sanitized rooms and equipment using aseptic technique to prevent infection and cross-contamination.
- 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.
- Collected specimens, monitored vitals and maximized patient comfort.
- Responded to patient alarms and needs-assessment requests to identify course of treatment.
- Monitored and replenished medical supply inventory, facilitating optimal availability for patient care.
- Supported diagnostic and treatment procedures, including setting up and operating specialized medical equipment.
- Documented patient intake and dietary requirements and assisted with feeding.
- Documented activities and recorded information in EMR system.
- Conducted routine checks on standard patient vitals, including blood pressure, blood sugar and heart rate.
- Exhibited compassionate care and communication regarding issues surrounding death and dying.
- Managed and maintained patient rooms, shared-living areas and nursing stations.
- Documented information in patient charts and communicated status updates to interdisciplinary care team.
- Assisted patients with shaving, bathing and oral hygiene to promote healthy habits and overall wellness.
- Examined and addressed lacerations, contusions and other physical symptoms in need of further attention.
- Facilitated activities of daily living, including personal hygiene management, feeding and ambulation.
- Volunteered to work additional shifts and overtime during busy periods to maintain proper staffing and floor coverage.
- Provided personal nursing assistance in pre- and post-operative situations.