

Jessica Claire

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SUMMARY

I'm a mother of 4 looking to build my work experience. I'm goal orientated and a self-starter. I have several years in data entry, Computer skills, auditing files and customer service. I learn quick and enjoy learning new things.

SKILLS

- Quick problem solver
- Respiratory equipment training
- Infection control procedures
- Collecting vital signs
- Collecting specimens
- Medical terminology knowledge
- Documentation procedures expert
- Patient relations
- Calm and level-headed under duress
- Electronic charting
- Performing patient intakes
- Helping with medication
- Monitoring fluids
- Assisting with personal grooming
- Charting expertise
- Understands medical procedures
- Quality assurance controls
- Valid Kansas driver's license
- Understands mobility assistance needs
- Reliable transportation
- Outstanding risk assessment skills
- Auditing experience
- Understanding of contracts
- Reporting and documentation
- Process evaluations
- Compliance standards
- Balance sheets
- Regulatory filings
- Document review
- Risk management
- Document management
- Interdisciplinary teamwork
- Quality improvements.
- Program coordination
- Patient relationship management
- Program support
- Coaching and mentoring
- Program development
- Quality control enhancement
- Process development and implementation
- Crisis intevention
- Appointment scheduling
- Crisis interventionng
- Progress reporting
- Bank deposits
- Testing and troubleshooting
- Sorting and labeling
- Customer service excellence

EXPERIENCE

- 06/2019 to Current **Special Education Paraeducator**
Pacific Medical Centers – Seattle, WA
- Coordinated with teachers to support instruction implementation through students' specific needs and progress evaluations.
 - Collaborated with the teacher to develop effective, individualized learning strategies.
 - Prepared visual aids, equipment and classroom displays.
 - Helped students to develop good behavioral habits through positive reinforcement and encouragement in studies as well as discipline and careful use of physical intervention when required.
 - Created safe and nurturing environment focused on students to ensure quality learning experiences.
 - Maintained focused, inclusive and supportive learning environments.
 - Assisted teachers in printing class handouts and worksheets and distributing to students during classroom sessions.
 - Provided support to the students through specialized accommodations, extra assistance and educational assessments.
 - Assisted special education instructors in identifying and meeting students' individual needs.
 - Supervised test taking and graded papers.
 - Engaged and supported students with differing learning styles and cultural backgrounds.
- 06/2017 to Current **Certified Nursing Assistant**
Fallon Community Health Plan – Barnstable, MA
- Preserved patient dignity and minimized discomfort by carrying out duties such as bedpan changes, diapering and bathing.
 - Maintained accurate, timely flow of information by completing thorough patient records and updating healthcare team on patient status.
 - Monitored and replenished medical supply inventory, facilitating optimal availability for patient care.
 - Responded to patient alarms and needs-assessment requests to identify course of treatment.
 - Consulted with nurses to develop patient care plans and evaluate treatment options.
 - Provided hands-on nursing care under direct RN supervision, adhering to medical center policies and procedures.
 - Conducted routine checks on standard patient vitals, including blood pressure, blood sugar and heart rate.
 - Documented activities and recorded information in EMR system.
 - Fostered relationships with patients, caregivers and healthcare teams to achieve individual care plan targets.
 - Supported diagnostic and treatment procedures, including setting up and operating specialized medical equipment.
 - Collected specimens, monitored vitals and maximized patient comfort.
 - Documented patient intake and dietary requirements and assisted with feeding.
 - Cleaned and sanitized rooms and equipment using aseptic technique to prevent infection and cross-contamination.
 - Volunteered to work additional shifts and overtime during busy periods to maintain proper staffing and floor coverage.
 - Facilitated activities of daily living, including personal hygiene management, feeding and ambulation.
 - Assisted patients with shaving, bathing and oral hygiene to promote healthy habits and overall wellness.
 - Managed and maintained patient rooms, shared-living areas and nursing stations.
- 12/2015 to 06/2019 **Support Worker**
Suburban Propane – Rutland, VT
- Drove and accompanied clients to appointments, shopping and special events for safety and companionship.
 - Supported clients' social, physical and emotional needs to help integrate into local community.
 - Answered questions and responded to inquiries to deliver high level of service to patients.
 - Maintained confidential patient documentation to prevent data compromise and comply with HIPAA regulations.
 - Built and maintained strong relationships with patients by successfully resolving issues and responding promptly to phone inquiries.
 - Partnered with interdisciplinary teams to implement care plans.
 - Collaborated with social workers to support patients.
 - Evaluated patient behavior and reported changes to clinical team.
 - Prepared departmental contracts for attorney approval.
 - Evaluated effectiveness of training by surveying trainees and managers and collecting before-and after-data showing training impact.
- 12/2015 to 09/2016 **Compliance Auditor**
Ascension Health – Madison Heights, MI
- Maintained compliance records and kept track of any violations.
 - Performed several audits a month going back 7 years according to internal and external regulations.
 - Provided training to quality auditors.
 - Collaborated with external partners to complete audits.
 - Devised and initiated corrective strategies to improve compliance.
 - Performed information system audits to manage internal controls and assess risks.
 - Cross-trained employees, enabling completion of all priority tasks during personnel absences.
 - Researched and implemented best practices to improve audit results.
 - Analyzed balance sheets for mistakes and inaccuracies.
 - Presented audit results to management teams, delivering information in non-technical terms for easy understanding.
 - Performed audits of operational and financial areas to check compliance.
 - Wrote reports, authored papers and organized supporting documentation.

EDUCATION AND TRAINING

- 05/2005 **High School Diploma**
Mounds High School - Mounds, OK