

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 intervention
- 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