

Professional Summary

Compassionate and adaptable healthcare professional with extensive experience in direct patient care, support for individuals with diverse needs, and medical office administration. Proven ability to provide personal care, assist with daily living activities, document care accurately, and work collaboratively in team environments. Dedicated to promoting dignity, safety, and independence for all individuals served.

Core Qualifications

- Personal care (bathing, toileting, dressing, feeding)
- Lifting, transferring, and ambulation assistance
- Observation, documentation, and reporting
- Teamwork and therapeutic communication
- Safety awareness and crisis response
- Experience with behavior intervention and support
- Light housekeeping and maintaining a safe environment
- Ability to follow instructions and learn new procedures
- Flexibility for variable shifts and environments
- Accurate and timely documentation
- Microsoft Office Suite, multi-line phones, scheduling systems

Professional Experience

Front Desk / Veterinary Assistant

Fox Lake Animal Hospital | January 2023 - February 2024

- Provided direct care and support for animal patients, including personal care, feeding, and hygiene
- Assisted with lifting, transferring, and ambulation of patients as needed
- Maintained confidentiality of patient and client records
- Documented care and observed patient behavior and condition
- Supported a safe and clean environment through light housekeeping
- Collaborated with team members to ensure high-quality care

Supervisor, Front Desk & Call Center

Midwest Sports Medicine | 1999 - 2002

- Supervised and trained staff in patient care and office procedures
- Assisted with patient flow, documentation, and scheduling
- Ensured safety and compliance with protocols
- Provided customer service and support in a fast-paced environment

Secretary for Family Physicians

Family Medicine | 1998 - 1999

- Supported patient scheduling, documentation, and care coordination
- Maintained accurate records and ensured confidentiality
- Assisted with patient needs and provided administrative support

Education & Certifications

- Certified Pharmacy Technician, Osco Pharmacy (1996)
- Real Estate License, Current since 2006
- Mortgage Loans License
- Notary Certificate (held twice)

Technical Skills

- Documentation and record-keeping
- Microsoft Office Suite (Excel, Word, Outlook)
- Scheduling and healthcare software
- Multi-line phone systems

Professional Affiliations

- Lakes Area Realtors (Board of Directors, Committee Chair)
- Heartland Realtor Organization (Board of Directors, Committee Member)
- Women's Council of Realtors (President, Officer)
- National Association of Realtors