

Kristen Stokes

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Professional Skills

- Accurately interpret information
- Accommodating attitude and desire to work in a supportive environment
- Effective communication
- Detail-oriented and highly organized
- Computer skills

Experience

State of Indiana
Greencastle, IN

May 2015- August 2018

- Completed over the phone interviews for clients applying for Food Stamp and Medicaid assistance
- Accurately entering in client information into their cases
- Solving any issues clients may have with their benefits
- Accurately authorizing Food Stamp and Health Coverage benefits in a timely manor
- Send out pending verifications checklists when necessary documents are required

CFA Staffing
Xerox, Indianapolis, IN

September 2014- May 2015

- Completed 8 week training with perfect attendance
- Process Medicaid applications from beginning to end
- Speak with clients over the phone, whether that be taking applications or solving matters in regards to their benefits
- Accurately enter information into the computer
- Send out necessary documents when verifications are needed

Phlebotomy Intern
Labcorp, Indianapolis, IN

July 2014

- Performed venipunctures on patients using Vacutainer and butterfly collection systems
- Obtained venous and capillary blood specimens on a diverse patient population
- Collected proper specimens based on type of test, patient age and condition
- Ensured proper identification of patient and patient information on lab orders and physicians' forms
- Utilized working knowledge of human anatomy to determine vein site selection
- Clearly labeled and initialed all specimens after drawing
- Responsible for maintaining a clean and orderly work station
- Resolved patient complaints and concerns with effective communication

Home Health Aide

Quinton Residential Living

October 2013 – August 2014

- Provide complete and personal care for residents and assisted with activities of daily living
- Dutiful housekeeping including changing linens, laundry, dusting, vacuuming, trash removal
- Obtain accurate vital signs such as blood pressure, pulse, temperature, and weight
- Monitor food expiration dates, planned nutritious meals; prepared nutritious meals, fed patients, followed by clean-up
- Assistance in and out of bed
- Accompany residents to medical appointments
- Provide companionship, friendship and emotional support
- Record daily care notes and report significant patient changes to case managers

Dietary Aide/Server

Meadow Lakes

October 2011 – October 2013

- Waitress in assisted living
- Set up assisted living dining area
- Bus dining areas in assisted living and/or nursing facility
- Tray line aide at meals
- Stock liquids and sides for dinner and breakfast
- Occasional sub for cook

Nurse Aide

ISS Home Health Care

June 2013 – October 2013

- Night caretaker for two disabled adults
- Assisted in mobility
- Ensured individual safety
- Assisted in personal needs

Cashier

Arby's

March 2009 – August 2011

- Drive-thru order taker and cashier
- Front line register
- Countdown sales at register for accuracy
- Service dining room
- Cook
- Open/close

Education and Certifications

Eleven Fifty Academy

12 week JavaScript Cohort

Fishers, Indiana 2018

Certificate – Phlebotomy

Indiana School of Phlebotomy – Indianapolis, IN
Graduated July 2014

Diploma – High School

Cloverdale High School- Cloverdale, IN
May, 2011