

Saara Moye

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Objective:

I am a highly energetic, friendly, loyal, and determined person who is dedicated to any service that will bring customer satisfaction. Although I have extensive experience in customer service and health care I am open to learn new objectives every day, therefore I am always ready for new challenges a growing company may have. I strive to work well with others while being able to work independently as well. I am seeking a position where I am able to develop and excel in a growing company while giving my all to my employer.

Professional Work Experience:

Masonic Healthcare Wallingford, CT 06516

Nursing Aide/Orderly/Attendant

March 2003 to January 2009

- Transported patients to treatment units, using a wheelchair and stretcher.
- Independently and effectively executed daily operations under the direction of professional staff.
- Answered patients' call signals.
- Wrote, designed and produced charts and assignments for employees to be followed on each shift worked.
- Fed patients who were unable to feed themselves.
- Instrumental in effective communication with staff and patients.
- Observed patients' conditions, measuring and recording food and liquid intake and output and vital signs, and reported changes to professional staff. Documented via computer
- Trained and managed numerous new hire employees and achieved significant improvements in their productivity.
- Provided patient care by supplying and emptying bed pans, applying dressings and supervising exercise routines.
- Provided patients with help walking, exercising, and moving in and out of bed.
- Supervised and managed agitated patients for the psychiatric and dementia ward.

- Bathed, groomed, shaved, dressed, and draped patients to prepare them for surgery, treatment, and examination.
- Supervised dining room for patients safety, and resolved conflicts,
- Collected labeled, and delivered specimens
- Successfully managed patients on outside trips.
- Turned and re-positioned bedridden patients, alone and with assistance, to prevent bedsores.
- Successfully handled experience and certification by attending monthly education in service meetings.
- Cleaned rooms and changed linens.
- Structured and maintained a organized and clean work area according to hospital protocol, which created a safe environment for staff and patients
- Maintained inventory by storing, preparing, sterilizing, and issuing supplies such as dressing packs and treatment trays.
- Delivered messages, documents and telephone calls.
- Answered phones and directed visitors.
- Served as employee of the month 2007.
- Administered treatments as directed by a physician and nurse.
- Restructured and improved difficult situations under pressure.
- Restrained patients when necessary.
- Explained medical instructions to patients and family members.
- Responded to written and telephone requests for instructions of daily operations.
- Worked as part of a medical team that examined and treated clinic outpatients.
- Researched and recommended recreation activities for patient therapy.
- Set up equipment such as oxygen tents, portable x-ray machines, and overhead irrigation bottles.
- Led floor in monthly fire safety drills
- Prepared, served, and collected food trays.
- Performed clerical duties such as processing documents and scheduling appointments via computer

Stop and Shop Hamden, CT

Service Desk Representative/Cashier

November 1999

May 2003

- Opened accounts and explained and processed investments.
- Executed daily operations of instructions of professional staff
- Corrected records when necessary.
- Wrote, designed and produced charts of recorded data
- Interviewed customers to obtain information and explain available financial services, such as check cashing privileges
- Was instrumental in resolving conflict and creating a good rapport with customers. ..
- Trained and managed new employees for service desk and cashiers and achieved significant improvements in their productivity.

- Typed account information obtained from customer on record card and form.
- Answered customer questions.
- Supervised and managed front end of store when needed and, scheduled breaks.
- Investigated and corrected errors, following customer and establishment records and using calculator and computer.
- Counted and picked up cash deposits from full cash drawers.
- Successfully handled high volumes of customer complaints independently.
- Structured and maintained receiving credit card, cash, and check payments.
- Accepted and processed western unions and bill payments.
- Used computer, photocopier and lotto machines
- Sold and counted lotto tickets
- Helped customers complete coupon savings card applications.
- Obtained credit records from credit reporting agencies.
- Produced accurate directions for customer satisfaction.
- Executed wire transfers of funds.
- Responded to written and telephone requests for professional staff...

Education and Certification:

A.A Psychology 2010, UOP

CNA Course CTC, New Haven, CT 2003

References: Available upon request