

# Brittany Jackson

Dallas, TX 75232

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(972) 621-1392

Authorized to work in the US for any employer

## Work Experience

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### **CNA - Certified Nursing Assistant**

Cedar Hill Health Care Center - Cedar Hill, TX

June 2017 to Present

Patient care with long term care, care for mental patients with Dementia

### **Customer Service Representative**

TruGreen - Carrollton, TX

March 2017 to Present

Maintain inbound phone calls

### **Customer Service Associate II**

Telvista - Dallas, TX

November 2016 to Present

Answering inbound calls for the fanatics account

### **Front Desk Receptionist**

Massage Envy Spa - Dallas, TX

October 2015 to January 2016

#### Responsibilities

rapport with the customers ,greet the customers when they enter.Overall building a strong relationship with the customers.

Handle customer requests promptly

keep records on people who have come to the office. Maintain records of their queries /feedback.

Handling cash and also maintaining account records are one of the duties of front office associate.

#### Accomplishments

It's not so much of an accomplishment but its something that I wanted to do. So far working at massage envy has been great, and because I am an employee we do receive free massages every month and I never had a massage done until now. I feel like that's something everyone should experience a peace of relaxation.

#### Skills Used

pleasing to all having good interpersonal and good communication skills.

### **CNA**

Legend oaks healthcare - Ennis, TX

October 2014 to January 2015

## Responsibilities

Daily showers,feeding,ambulating,documenting patient information.medical terminology

## CNA

Agape Home Health Care - Dallas, TX

April 2013 to July 2014

### CNA

- Met patients for their initial appointments; gathered information regarding health and medication histories.
- Took vital signs and tested blood sugars.
- Interacted with patients effectively.
- Performed light house keeping as needed.

## Unit Secretary

Charlton Methodist Hospital

August 2011 to April 2012

Explained medical terminology, and transcribed med orders.

- Handled filing, operated office machines, answered phone calls, and assisted medical staff.

### El Centro

Administrative Assistant

- Provided excellent customer service by offering assistance on filing, answering phone lines, and assisting faculty.
- Increased experience with customer service.

## Patient Care Technician

Charlton Methodist Hospital

March 2010 to April 2012

Took and record patient's blood pressure, pulse rate, weight, temperature, and respiration rate

Maintains the safety.

- Develop and maintain competencies as assigned by registered nurse.

## Education

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## High School Diploma

Lancaster High School

June 2010