

LaTonya Mcknight

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Authorized to work in the US for any employer

Work Experience

OR Technician-Shared Area

Parkland Health & Hospital System - Dallas, TX

February 2017 to Present

Performs patient care activities under the director of Operative Suite that includes GI, IR, and Cath Lab patients. Transporting patients, laboratory specimens, supplies and equipment to and from the Operative Suite area.

Assembly and operates all OR specialty beds as needed.

Skills: Operating and maintaining OR equipment

Performing advance aseptic technique

Read written directions and write legibly

Job Accountabilities

- Prepares OR Suites by maintaining infection control standards using universal precautions, decontaminating of surfaces and properly applying aseptic techniques to ensure appropriate OR Suites standards are maintained. Performs advanced aseptic techniques, while participating in surgical procedures or post-mortem care, as appropriate.
- Gathers appropriate paperwork for blood work and transports specimens to appropriate labs, in a timely manner.
- Identifies ways to improve work processes and improve customer satisfaction. Makes recommendations to supervisor, implements and monitors results as appropriate in support of the overall goals of the department and PHHS.

Housekeeper

Parkland Hospital & Health Systems - Dallas, TX

September 2015 to February 2017

Responsibilities

Provides environmental services to PHHS ER units and departments and internal/external customers. Assuring sanitation, cleanliness, and safety in a timely manner and promotes harmonious relationships with all contacts.

Skills Used

The ability to encourage and motivate staff Strong communication skills good Organisational skills

Attention to detail

The ability to cope with problems and emergencies

Customer Service Representative

Pfsweb - Dallas, TX

March 2015 to September 2015

Responsibilities

Take inbound calls for order placement for skincare

Up sell and cross sell additional items

Answer inquiries while maintaining and updating the customer database

Be empathetic to every problem or concern

Accurate and efficient order entry and maintenance of customer files

Ask probing questions and overcome the objective of the call

Skills Used

Patience

Attentiveness

Clear Communication

Knowledge of the Product

Customer Centric

Tax Package Support Agent

Pwc - Addison, TX

January 2015 to March 2015

Responsibilities

Responsible for taking calls from investors or their representatives in an effort to provide general information regarding the tax package and its contents, make any requested changes, or provide duplicate copies by e-mail or mail.

Call Center Customer Service Representative

Virgin America - Dallas, TX

August 2014 to January 2015

Responsibilities

Take high volume inbound calls to place reservations for guest

Around 100 agents that was on the campaign since the call center was 24/7 365days

You Sabre for booking reservations for guest for travel.

Exchange guest reservation also cancel them as well via Sabre.

Answers incoming telephone calls, responds to customer questions and solves problems according to standardized procedures while maintaining a courteous manner.

Able to learn to navigate client-specific with two screen monitors in a Windows environment.

Receptionist

The Weave Shop - Dallas, TX

August 2013 to July 2014

Responsibilities

Answers telephones and directs the caller to the appropriate associate. Will transfer a caller to an associate's voice mailbox when the associate is unavailable.

Greets and directs visitors to the company.

Will take and retrieve messages for various personnel.

Provides callers with information such as company address, directions to the company location, company fax numbers, company website, and other related information.

Received, sorts and forwards incoming mail. Maintains and routes publications.

Coordinates the pick-up and delivery of express mail services (FedEx, UPS, etc.)
Assists in the ordering, receiving, stocking and distribution of office supplies.
May also assist with other related clerical duties such as photocopying, faxing, and filling.
knowledge of administrative and clerical procedures
knowledge of computers and relevant software application
knowledge of customer service principles and practices
keyboard skills

Administrative Assistant

Texas Center of Massage Therapy - Richardson, TX
February 2013 to December 2013

Responsibilities

Check in clients for appt
Take inbound calls from clients to confirm or book appt
Place outbound calls for follow ups and feedback about the experience
Process payment
Handle client conflicts or concerns

Cashier/Customer Service

Ross - Dallas, TX
September 2012 to January 2013

- Answer customers' questions about merchandise and advise customers on merchandise selection.
- Itemize and total customer merchandise selection at checkout counter, using cash register, and accept cash or charge card for purchases.
- Clean display cases, shelves, and aisles

Sales Associate

Walmart - Plano, TX
December 2011 to July 2012

Itemize and total customer merchandise selection at check out counter, using cash register, and accept cash or charge card for purchases.

- Take inventory or examine merchandise to identify items to be reordered or replenished.
- Answer customers' questions about merchandise and advise customers on merchandise selection.
- Help setup displays in each department

Customer Service

ToysRUs/BabiesRUs - Dallas, TX
July 2008 to December 2011

Recommend, select, and help locate or obtain merchandise based on customer needs and desires.

- Compute sales prices, total purchases and receive and process cash or credit payment.
- Improved customer satisfaction by 15% in two months.

Education

Certificate of completion in Central Sterile Processing I

El Centro College - Dallas, TX
August 2017 to December 2017

Cosmetology of Arts and Science in Cosmetology

Regency Beauty Institute - Dallas, TX
2012 to 2013

Diploma

Bryan Adams High School - Dallas, TX
2008 to 2010

Skills

Receptionist, Customer Service, EPIC Software

Certifications/Licenses

BLS/CPR

March 2017 to March 2019

Certified Sterile Processing and Distribution Technician

November 2018 to November 2023

The Certification Board for Sterile Processing and Distribution, Inc. (CBSPD), which plans, develops and administers competency-based "International" certification examinations for personnel performing cleaning, disinfection, sterilization and inventory management activities, regardless of the setting.