

# MYLISSA HAYDEN

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## PROFESSIONAL SUMMARY

Energetic Certified Nurse Aide licensed in the state of [Texas](#). Current certifications in First Aid and CPR. Has experience serving chronically ill patients, including assisting with daily living activities and household tasks. Patient and highly compassionate. . Knowledge of proper feeding, grooming and wound care procedures. Seeking a hospice/home health care provider role.

## LICENSES

Certified Nursing Assistant CNA License CPR Certification

## SKILL HIGHLIGHTS

- Understands mobility assistance needs
- Charting expertise
- Able to lift 80 pounds frequently
- Understands medical procedures
- Trained in grooming and bathing assistance
- Documentation procedures expert
- Calm and level-headed under duress
- Quick problem solver
- General housekeeping ability
- Medical terminology knowledge
- Valid [\[state\]](#) driver's license
- Reliable transportation

## PROFESSIONAL EXPERIENCE

08/2016 to 11/2016 CNA

Village Creek — Fort Worth, TX

Observed and documented patient status and reported patient complaints to the case manager. Read and recorded temperature, pulse and respiration. Completed and submitted clinical documentation in accordance with agency guidelines. Prepared patient rooms prior to their arrival. Collected urine and fecal samples. Assisted with adequate nutrition and fluid intake. Planned, prepared and served meals and snacks according to prescribed diets. Directed patients in prescribed range of motion exercises and in the use of braces or artificial limbs. Provided transportation, assistance and companionship to clients. Cleaned and organized patients' living quarters. Facilitated games and other activities to engage clients. Positioned residents for comfort and to prevent skin pressure problems. Assisted with transferring residents in and out of wheelchairs and adaptive equipment. Kept facility stocked with necessary supplies, equipment and instruments. Assisted in application of traction devices. Tended to patients

with chronic illnesses. Charted daily information on the residents such as mood changes, mobility activity, eating percentages, and daily inputs and outputs. Recognized and reported abnormalities and/or changes in patients' health status to nursing staff. Documented resident records on daily flow sheets. Assisted with ADLs. Provided patients and families with emotional support. Exhibited compassionate care and communication with regard to issues of death and dying. Sensitive to the needs of geriatric patients. Administered simple range of motion exercises. Comforted patients and provided them with reassurance and encouragement. Promoted personal and co-worker safety. Participated in the maintenance of safe conditions within the facility and other related areas. Maintained a clean, orderly and well-stocked environment.

02/2016 to 08/2016

Tea hostess

Tin Tulip Tearoom — Arlington, TX

Assisted guests with making menu choices in an informative and helpful fashion. Maintained knowledge of current menu items, garnishes, ingredients and preparation methods. Delivered exceptional service by greeting and serving customers in a timely, friendly manner. Appropriately suggested additional items to customers to increase restaurant sales. Answered questions about menu selections and made recommendations when requested. Effectively communicated with kitchen staff regarding customer allergies, dietary needs and other special requests. Regularly checked on guests to ensure satisfaction with each food course and beverages. Managed closing duties, including restocking items and reconciliation of the cash drawer. Skillfully anticipated and addressed guests' service needs. Consistently adhered to quality expectations and standards. Delivered exceptional, friendly and fast service. Accurately recorded orders and partnered with team members to serve food and beverages that exceeded guests' expectations. Routinely cleaned table linens, table settings, glassware, windowsills, carpets, counters, floors, storage areas and service refrigerators. Effectively used items in stock to decrease waste and profit loss. Correctly calculated charges, issued bills and collected payments. Checked in deliveries and signed off on products received. Continually kept carpets and floor clear of debris. Maintained a professional tone of voice and words at all times, including during peak rush hours. Facilitated prompt and accurate seating and service of all guests. Politely answered phones promptly and recorded and confirmed reservations. Guided guests through the dining rooms and provided needed assistance.

08/2014 to 12/2015

Nanny

Jacqueline Stokes — Milton, FL

Taught the baby safe behavior such as seeking adult assistance when crossing the street and avoiding contact with unsafe objects. Redirected the baby to encourage safe, positive behaviors. Modeled appropriate social behaviors and encouraged concern for others. Supervised the baby while parents were on vacation, business trips and weekend getaways. Affectionately cared for [1 child](#), (Alexandra) aged newborn-1/12 for a little over a year. Cleaned the house, including laundry, sweeping and mopping. Physically and verbally interacted with the baby throughout the day. Administered medication and minor first aid to the baby if she was sick or injured. Dressed the baby and changed diapers. Engaged the baby with games and puzzles. Offered detailed daily reports that

outlined each child's day. Maintained accurate daily records of the baby's activities, behaviors, meals and naps. Promoted good behaviors by using the positive reinforcement method. Sparked creativity and imagination by helping the baby discover new things each day. Maintained a child-friendly environment with engaging activities and continuous access to the outdoors.

04/2014 to 08/2014

Corrections Officer

Santa Rosa County Sheriff's Office — Milton, FL

Monitored inmate behavior to prevent crime, escape attempts and other dangerous activities. Assisted in restraining violent and unruly inmates. Implemented defensive tactics and physical restraints to maintain the safety and security of personnel and the general public. Conducted internal security checks and distributed meals. Continually monitored dormitories for inappropriate activity. Supervised the meal distribution and observed inmates during meals. Verified warrants, conducted searches and fingerprinted inmates. Wrote daily reports that included recommendations for further treatment strategies and diagnostic efforts. Supervised inmates during meals, visits, recreation, telephone calls and shower time. Signed in all visitors and completed appropriate visitation log forms. Received property from incoming inmates, provided receipts and inspected items for contraband. Routinely reviewed housing assignments and reassigned inmates when needed. Informed inmates and visitors of rules, safety and security procedures and responsibilities. Maintained communications with all other areas of the facility at all times. Maintained daily logs of shift activity. Escorted prisoners to court appearances in a timely fashion. Enforced resident behavior management system and wrote incident reports for infractions. Employed de-escalation techniques, verbal commands and used physical and mechanical restraints to address unruly inmates. Maintained appropriate control, security and well-being of youth at all times. Maintained correct physical head count at all times. Attended regular trainings and maintained appropriate certifications.

## EDUCATION AND TRAINING

2014

Certificate of Completion: Corrections  
George Stone — Pensacola, FL, USA

2014

Corrections  
George Stone — Pensacola, FL, USA  
Self defense training

2016

CNA Certification: Nursing Aide  
Springpack Healthcare — Fort Worth, TX, USA