

# Denikka Brooks

*Mrsdbrooks24@gmail.com*

469-759-6295(H)

## **OBJECTIVE**

To secure a leadership position which I will utilize my extensive clinical and administrative work through patient care.

## **EDUCATION**

01/2009-11/2009 *Remington College Dallas Campus*

Medical Assistant Program

**Certificate**

08/2004-05/2007 *Dr. John Horn High School*

**High School Diploma**

## **EXPERIENCE**

01/2019-Current *Angel's Services,*

*Dallas, TX*

**Caregiver**

- Assisted individuals with learning and growing in a comfortable environment
- Assist individuals with learning how to improve their daily life skills and job skills
- Assist individuals with their voluntary contributions to the community

06/2018- 10/2018 *OCCK Inc,*

*Salina, KS*

**Direct Support Professional**

- Demonstrated the ability to interact with individuals from diverse cultures and backgrounds with any kind of disability
- Assist individuals with learning how to improve their daily life skills, interacting successfully in the community and job skills

01/2018-07/2018 *Payless Shoesource,*

*Salina, KS*

**Sales Associate**

- Interacting with customers and assisting in sales
- Ringing up purchases, retrieving shoes from shelves, and back storage areas
- Answering telephones possess friendly and personable attitudes

11/2016-12/2017 *Angel's Services,*  
*Dallas, TX*

**Caregiver**

- Assisted individuals with learning and growing in a comfortable environment
- Assist individuals with learning how to improve their daily life skills and job skills
- Assist individuals with their voluntary contributions to the community

04/2016-10/2016 *Teleperformance-United Health Care Campaign*  
*Killeen, TX*

**Call Center Representative**

- Assist members with their medical and pharmaceutical needs
- Troubleshooting and problem-solving required to assist in pharmaceutical issues
- Provide compassion and innovation to members with 'One Call Resolution' every time

08/2014-01/2016 *Angel's Service,*  
*Dallas, TX*

**Caregiver**

- Assisted individuals with learning and growing in a comfortable environment
- Assist individuals with learning how to improve their daily life skills and job skills
- Assist individuals with their voluntary contributions to the community

06/2012-11/2012 *Mayberry Gardens,*  
*Garland, Texas*

**Caregiver**

- Assisted home nurse and hospice staff with all aspects of daily care, including bathing,
- Assisted with administering medicine, feeding and daily living
- Helped to ensure resident's duration was as comfortable, dignified and enriching as possible

02/2010-09/2011 *American Habilitation Services,*  
*Plano, Texas*

**Primary Care Provider**

- Perform above and beyond customer service to residents
- Demonstrated the ability to interact with customers from diverse cultures and backgrounds
- Excel in multi-tasking abilities; Recognized for superior and outstanding work performance
- Administered medicine per Doctor's or family orders

## ***ADMINISTRATION SKILLS***

Microsoft Office, Microsoft Word, Microsoft Excel, Microsoft PowerPoint  
Filing, Telephone Etiquette, Customer Service Representative, Cash Handling,  
Client Charting, Customer Resolutions, Trained to De-Escalate upset clients  
Scheduling Appointments, Clientele, Advertising Company Promotions, Certified Medical  
Assistant, 45WPM, Medical benefits verification experience

## ***CLINICAL SKILLS***

Blood Draws, Injections, EKG training, Experience with Alzheimer's and Dementia  
Patients, Experience with disabled adults, Medical Transportation Driver  
BLS/CPR, Delegated in Administering Medication, Trained in Glucose Test.

## **REFERENCES**

Jacqueline Brooks

Former Supervisor

214-429-1691

Stephanie Scott

Former Co-Worker

214-791-9267

Katherine Lucky

Former Supervisor

616-328-9024