

Allegra Charles

Provide physical support to assist patients to perform daily living activities

Dallas, TX 75204

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214-758-9459

Provide basic patient care under direction of nursing staff. Perform duties such as feed, bathe, dress, groom, or move patients, or change linens. May transfer or transport patients. Includes nursing care attendants, nursing aides, and nursing attendants.

Authorized to work in the US for any employer

Work Experience

Patient Care Technician

Charlton Methodist Hospital - Dallas, TX

August 2017 to April 2019

- Clean and sterilize instruments and dispose of contaminated supplies.
- Collect blood, tissue, or other laboratory specimens, log the specimens, and prepare them for testing.
- Explain treatment procedures, medications, diets, or physicians' instructions to patients.
- Greet and log in patients arriving at office or clinic.
- Interview patients to obtain medical information and measure their vital signs, weight, and height.
- Inventory and order medical, lab, or office supplies or equipment
- Perform general office duties, such as answering telephones, taking dictation, or completing insurance forms.
- Prepare treatment rooms for patient examinations, keeping the rooms neat and clean.
- Record patients' medical history, vital statistics, or information such as test results in medical records.
- Answer patient call signals, signal lights, bells, or intercom systems to determine patients' needs.
- Collect specimens, such as urine, feces, or sputum

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Lakewest Assisted Living, LLC

October 2016 to April 2017

October 2016-April 2017

- Answer patient call signals, signal lights, bells, or intercom systems to determine patients' needs
- Collect specimens, such as urine, feces, or sputum
- Communicate with patients to ascertain feelings or need for assistance or social and emotional support.
- Document or otherwise report observations of patient behavior, complaints, or physical symptoms to nurses.
- Provide physical support to assist patients to perform daily living activities, such as getting out of bed, bathing, dressing, using the toilet, standing, walking, or exercising.

- Record vital signs, such as temperature, blood pressure, pulse, or respiration rate, as directed by medical or nursing staff.
- Record height or weight of patients.
- Undress, wash, and dress patients who are unable to do so for themselves.

Connexions

May 2015 • Check to ensure that appropriate changes were made to resolve customers' problems.

- Complete contract forms, prepare change of address records, or issue service discontinuance orders, using computers.
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Recommend improvements in products, packaging, shipping, service, or billing methods and procedures to prevent future problems.
- Resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills.

Cashier

Tacobell - Dallas, TX

September 2014 to May 2015

- Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.
- Greet customers entering establishments.
- Issue receipts, refunds, credits, or change due to customers.
- Maintain clean and orderly checkout areas and complete other general cleaning duties, such as mopping floors and emptying trash cans.

Customer Service Representative

Mitchell Service Company - Irving, TX

October 2013 to December 2013

- Review insurance policy terms to determine whether a particular loss is covered by insurance.
- Recommend improvements in products, packaging, shipping, service, or billing methods and procedures to prevent future problems.
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Confer with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.

Education

Certified phlebotomy technician in Phlebotomy

Texas career institute - Dallas, TX

March 2018 to May 2018

Certified Nursing Assistant

Texas Career Institute - Dallas, TX

June 2016 to July 2016

Certified Medical Assistant

PCI Career Institute - Dallas, TX

September 2010 to June 2011

Skills

PCT, CNA, Patient Care, Phlebotomy, CPR, Customer Service Skills, Vital Signs, EKG, Filing, Medical Records, Receptionist, Billing, Microsoft Word, Medical Terminology

Certifications/Licenses

Certified Phlebotomist

May 2019 to May 2021

Nursing Assistant

May 2019 to May 2021

BLS/CPR

April 2018 to April 2018