

Ebony Randle

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OBJECTIVE

To obtain a position in the healthcare field that will utilize my Nurse Aide Certificate & Patient Care Technician experience. To build a long – term career in healthcare with opportunities for career growth; to enhance my professional skills in a dynamic and fast paced work environment.

EXPERIENCE

PATIENT CARE TECHNICIAN (GEN-MED) BAYLOR SCOTT & WHITE HOSPITAL

APRIL 2017 TO DECEMBER 2017

In my role as a patient care technician, my daily tasks include taking vital signs, checking glucose, and assisting patients to the bathroom or bedside commode. I also assist with bed baths, ambulation, and perform range of motion, as needed. Also support family and patient during comfort care and postmortem care. We are also responsible for bedside report and being a bedside leader.

CUSTOMER SERVICE REPRESENTATIVE | ETECH

JUNE 2015 TO FEB 2016

Assist customers with online web support and email support i.e. resetting passwords, unlocking accounts, online bill pay, and navigation of Verizon's website. Successfully being able to log customers into their online account and have full website accessibility.

Skills Used: knowledge of the website and learning content, and attentively listening

Swing Manager McDONALD'S RESTAURANT

AUGUST 2011 TO JANUARY 2015

My main duties as a shift manager was to ensure that my crew was properly positioned and delegated to ensure that our store meets the Golden Standards and carry out our daily detail cleaning to ensure that guests are welcomed in a clean work environment with positive attitudes and achievers.

I was also responsible for making sure all registers and the safe were verified before leaving the office. At the end of my shift, I was responsible for making a bank deposit for all the money that was made on my shift entering the information into the computer and making sure the store manager is contacted when it is done, putting it into the back safe until pick-up.

**EDUCATION AND
TRAINING**

TEXAS CAREER INSTITUTE, DALLAS, TX

NURSE AIDE TRAINING, CERTIFICATE OF COMPLETION

March 2018

CPR/ BLS

American Heart Association

April 2017 - April 2019

EL CENTRO COLLEGE, STEP FORWARD PROGRAM, DALLAS, TX

Basic Skills to prepare Patient Care Technician with the knowledge, skills, and abilities essential for the provision of basic care of Patients in acute care settings i.e. hospitals.

March 2017

L. G. PINKSTON, DALLAS, TX

HIGH SCHOOL DIPLOMA

June 2011

PROGRAMS

Step Forward Program

02/2017 - Present

- communication
- problem-solving
- critical thinking

TYRO Program:

cognitive transitional program

that reshapes the perspective of the participants and encourages them to 'better' their 'best'

- self-awareness
- time management
- work observation
- teamwork

El Centro College

Patient Care Transition- this course addresses preparation for career success including: Basic care to patients in acute care settings i.e. hospital.

- Communicate and interact effectively with patients, the health care team, and families based on sensitivity to the psychosocial needs of patients.
- Assist patients in attaining and maintaining maximum functional independence.
- Protect, support, and promote the rights of patients.

- Provide safety and preventive measures in the care of patients.
- Demonstrate skill in observing, reporting and documenting
- Function effectively as a member of the health care team.

REFERENCES

SHUNTAY WARD, INTAKE COORDINATOR / CAREER NAVIGATOR

ANTHEM STRONG FAMILIES: STEP FORWARD PROGRAM

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