***Sandra R. Roberts 924 N. Hampton Rd. Apt. 1301 Desoto, TX. 75115 (214) 298-0869 lowe0527@yahoo.com***

**OBJECTIVE**: *To obtain a Professional position, which will offer a variety of challenges and responsibilities where my abilities and skills can be fully utilized in Professional Customer Services.*

* **QUALIFICATION**: Excellent personal motivation with an ability to work collaboratively in a team environment, and independently. Focused, versatile, dependable, flexible, multi-task oriented, able to effectively adapt to challenging and emergency situations. Excellent skills in prioritizing, organization, and in verbal/written communication. Able to deal courteously and professionally with patients and the general public. In-Service training for safety and emergency procedures. Community First Aid and Safety Certified. Completed Nurse Aide Training Program. CPR certified
* **EDUCATIONAL BACKGROUND**: Tarrant County College Studies Associate in Applied Science in Entrepreneurs and Business 2015- graduation May 2018 Tarrant County College- Certificate of Completion Entrepreneurship and Small Business Management –May 2017 Texas Handgun Academy- Level 2 Certificate of Completion April 22nd 2015. Navarro College Child Development Certification 2007-2015. Nurse Aide Training Program Certification Nurse's Aide Academy, May 2009 -License updated to May 2020. Correctional Officer Pre-Service Training. El Centro College, August 2005. High School Diploma-general studies. Continental Academy, March 2002
* **EMPLOYMENT HISTORY**
* **Gateway Corrections**

**04/2018 to PRN**

Monitoring inmates from the Dallas County Jail that is on Probation or Parole, writing reports, monitoring canteen, activities, group sessions, and medication.

* **Parkland Hospital**

**11/2015 to 08/01/2018**

* Assistance patients in patient care with high risk pregnancy patients and pregnant detox patients. Answering phones, scheduling appointments, processing admission and discharges, processing consent forms, processing tickets for the help desk, and processing patient’s charts. Order supplies forthe department. Providing good customer service.
* **Fed Ex Grounds**
* **06/2013 to 01/2016**

Signing in huddle, delivery mail to companies, business, and residential area, and picking up mail that needs to be sent out trough Fed Ex.

* **Phoenix Home Health Care**
* **09/2009 to 7/2015**

Assist patients with personal care (showers, feeding, and dressing). Providing patients with good and professional care. Data entry reports on patients and providing good customer services.

* **Hospice Plus**
* **09-2009 to 06/2014**

Assist patients with personal care (showers, feeding, and dressing). Making sure patients is comfortable. Traveling to patient’s homes assisting them with daily needs. Providing good customer services.

* **A & S Home Health 09/2009 to 04/2014**

Assist patients with personal care (showers, feeding, and dressing). Good Customer Services to patients and their families.

* **North Texas Best Home Health 09/2009 to 04/2014**

Assist patients with personal care (showers, feeding, and dressing). Providing good Customer Services to Patients and families.

* **ABM Security 01/2007 to 10/2009**

Command Center and Surveillance operator and working the control room.

Acknowledge emergency alarms and coordinate emergency procedures with minimal supervision. Providing good Customer Services.

Answer inbound/outbound calls. Maintaining the safety and security of the facility.

* **AAFES ARMY AND AIRFORCE EXCHANGE SERVICES (temporary assignment) 01/2006 to 07/2006**

Office Assistant/Customer Service Representative

Record Keeping

Review Postal Billing, processing daily mail and delivery to the correct department.

* **Dawson State Jail, Commissary Clerk / Correctional Officer 05/2003 to 10/2005**

Correctional Officer working the Control Room/Data entry / Commissary Assistant Manager

Department Inventory

Interact with the inmates, monitoring inmates and writing reports.

* **Medlock Juvenile Detention/Treatment Center 1999-2002**

Provide security at the facility

Composed/updated daily report and monitoring Juvenile during activities

Interact with the Juvenile

* **Baylor Medical Center, Supervisor of Transportation 1995 \_ 1999**

Scheduled/dispatched transporters

Time sheet preparation, order supplies

Interact with other departments

Good Customer Services

* **COMPUTER KNOWLEDGE**

PC, Microsoft software (Word, Excel), Windows 2010, XP Internet, Epic, and Patients Label arm band.

References upon request: