**Cameosha Terrell**

**Cell: (214) 721 5484**

**2454 S Zang Blvd Apt # 215**

**Dallas Tx, 75224**

**cameosha.t@gmail.com**

#### **Objective**

My goal is to be of service to others. My first step in being able to serve individuals professionally was by obtaining my nursing assistant certification.. As an entry- level secretary I utilized the ability of strong computer comprehension and floor organizing. Now, I am moving forward by pursuing my degree to become a registered nurse.

#### **Education**

Monterey High School, Diploma, May 2009

Three Star Nursing, Certificate of Nursing Assistance, 2013

El Centro College, Associates of Science in Nursing, 2013-currently

**Licenses**

#### Certified Nursing Assistant - #NA08948397, August 2013

CPR- September 2018

First Aid- September 2018

#### **Skills**

#### I am a fast learner and work at a great pace.

#### I communicate well and show compassion in every task I receive.

#### **Positions Held**

**Methodist Dallas Medical Center - PCT/Unit Secretary (February 2015 - Current)**

**1441 N Beckley Ave**

**Dallas, Tx 75203**

**(214) 947- 8181**

* Communicate between nurses and patients to ensure patient satisfaction
* Collected blood, bodily fluid, and any other specimens required for lab
* Obtained vital signs and assisted with transfer, ambulation, and equipment care
* Performed oral, peri, skin, nails, and hair care on patients
* Assisting in managing patient flow for unit and performing bed coordination and discharge
* Monitoring and maintaining nurse call system for the unit and responding to patients' call for service
* Taking and directing incoming calls and sorting and distributing mails
* Greeting patients, visitors, and team members entering the unit
* Maintaining records of medical equipment and ordering supplies
* Performing daily round of the unit and communicating with patients to understand and solve their problems

**United Plus Hospice-CNA (July 2014-February 2015)**

**4513 Southpointe Drive**

**Richardson Texas, 75082**

1. **680-9171**

#### I cleaned the patient’s home and washed their clothes

#### I performed oral, peri, skin, nail, and hair care on the patient

#### I showered the patient with/without a chair

#### I check daily for any sign of feeling unwell, strange behavior, or scars

#### I assisted with transfer, ambulation, and equipment care

#### I also helped with incontinence care/also recorded bowel movement

#### I assisted with the preparation of the meals and feeding

#### **Affinity Acute Care (11/2013-02/2015)**

#### **2819 Conrad Lane**

#### **Grand Prairie, TX 75052**

#### **Certified Nursing Assistant/Home Health Aide**

#### **(817) 652-1967**

#### I cleaned the patient’s home and washed their clothes

#### I performed oral, peri, skin, nail, and hair care on the patient

#### I showered the patient with/without a chair

#### I checked daily for any sign of feeling unwell, strange behavior, or scars

#### I assisted with transfer, ambulation, and equipment care

#### I also helped with incontinence care/also recorded bowel movement

#### I assisted with the preparation of the meals and feeding

#### **Wal-Mart Supercenter (04/2013-08/2013)**

**4215 S Loop 289 Lubbock, TX**

**Sales Associates**

**(806) 793-2091**

* I helped get the store prepared every night for the next morning's and day's customers
* I processed freight, create new displays on end caps and fill shelves with merchandise.
* I zoned the store, which involves bringing stocked items forward so that shelves appear full and neat
* I worked in variety of departments such as grocery, houseware, or health and beauty aids.
* I also answered questions for overnight shoppers
* I also worked as a cashier and my responsibility was to talk to the customer, respond to questions and give assistance while processing transactions

**Girling Home Health Care (02/2013—07/13)**

**5010 Kenosha Ave Lubbock, TX**

**Home Health Aide   
(806) 747-0173**

* I helped my client with her daily personal tasks, such as bathing or dressing
* I did light housekeeping, such as laundry, washing dishes, and in a client’s home
* I organize her schedule and plan appointments
* I arrange transportation to doctors’ offices or for other kinds of outings
* I shop for groceries and prepare meals
* I provide companionship
* I also helped empty and replace her colostomy bag

**KGB (12/11-07/12)**

**5302 Avenue Q # 6, TX 79412**

**Customer Service Representative   
(806) 747-2474**

* Handled members call and Pharmacies and Dr. Offices
* Navigated multiple screens at once
* Assisted the member’s doctor’s office and pharmacy, processed claims and provide information on process to allow certain medications to be covered under member’s plan

**VXI Global Solutions (04/11-09/11)**

**2002 W Loop 289, Suite 101, Lubbock, *TX*  79404**

**Direct Sales Agent**

**(806) 589-0380**

* I provided promoting information for customers who were interested in getting DIRECTV service
* I navigated multiple screens at once
* I also handled personal information upon permission
* I transferred customers to their correct departments

**Convergys (04/10-04/11)**

**3701 W Loop 289, TX 79407**

**Customer Service Representation II   
(806) 788-8000**

* Greet customers in a courteous, friendly, and professional manner using agreed upon procedures. Listen attentively to customer needs and concerns;
* I demonstrated empathy while maximizing opportunity to build rapport with the customer.
* I clarify customer requirements; probe for and confirm understanding of requirements or problem. Meet customer requirements through first contact resolution.
* I effectively transfer misdirected customer requests to an appropriate party.
* I contribute ideas on ways to resolve problems to better serve the customer and/or improve productivity.
* I updated customer records. Troubleshoot research and analyze customer problems with installation, billing, service upgrades/downgrades and disconnects.

#### **References**

**Adrian Diaz (Former Supervisor) KGB (806) 283- 2351**

**Chori Miller, El Centro College, email:**[**cmiller1@dcccd.edu**](mailto:cmiller1@dcccd.edu) **(214) 586-1401**

**Ass’yah Sulaimon (former co-worker) (505) 920-2374**