Octavia Heard

Lancaster, TX H: 214-434-9294 | OctaviaHeard1@gmail.com

**Summary**

Proven proficient and capable of handling high patient volumes in fast-paced settings. Skilled at helping patients with personal care needs, preparing food trays and assisting with medications. Strong verbal and written communication skills.

Proficient Certified Nursing Assistant credentialed and offering [5 years' experience. Able to collect vitals information, update charts and assist with all personal needs. Seeking a dynamic role with room for career growth.

**Skills**

|  |  |
| --- | --- |
| * Collecting vital signs * Patient relations * Documentation procedures expert * Understands medical procedures | * Medical terminology knowledge * Electronic charting * Understands mobility assistance needs * Collecting specimens |

**Experience**

|  |  |
| --- | --- |
| **01/2016 to Current** | Certified Medical Assistant  Parkland Health & Hospital System － Dallas, TX   * Ensured efficacy of treatments through monitoring of treatment regimens. * Instructed patients and family members on proper discharge care. * Maintained infection control logs, streamlined charting process, and improved patient outcomes through training and leadership. * Ensured HIPAA compliance. * Recorded patients' medical history, vital statistics and test results in medical records. * Took and recorded patients' temperature, pulse and blood pressure. * Tested glucose and administered injections. * Performed lab tests and communicated results. * Measured urine specimens and delivered them to the laboratory. |

|  |  |
| --- | --- |
| **02/2014 to 01/2016** | Certified Medical Assistant  Methodist Hospital － Dallas, Texas   * Charted resident responses, progress to approaches used and reported abnormal signs and symptoms to medical care professionals on staff. * Provided behavioral/emotional support and supervision for those with dementia and Alzheimer's. * Developed and arranged continuing education opportunities for all staff to increase knowledge and skills. * Prepared for HIPAA and JCAHO reviews, ensuring required brochures and pamphlets were available to patients in all clinics. |

|  |  |
| --- | --- |
| **04/2013 to 02/2014** | Certified Nursing Assistant  Lancaster nursing and Rehabilitation － Lancaster, Texas   * Managed and maintained patients' rooms, shared living areas and nursing stations. * Turned and repositioned patients for comfort and medical safety. * Documented activities and recorded information in EMR system. * Documented resident records on daily flow sheets. * Assisted patients with mobility and ambulation throughout facility. * Collaborated with interdisciplinary healthcare teams to provide high-quality support to patients. * Tended to patients with chronic illnesses. * Assisted patients with bathing, grooming and feeding. |