Shacobia Nicole Thompson

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Experience

Baylor Scott & White – ED Technician July 2017 – Present

* Assist in the triage processes (data entry)
* Obtain vital signs
* Collect labs and perform POC Testing
* Maintain Electronic Health Records and Protect PHI
* Perform EKG, blood draw, and Orthopedic care
* Answer multiline phone system, data entry and other clerical functions
* Set up and assist Doctors and other providers with special procedures

Baylor Scott & White – Patient Care Technician/ED Technician Oct 2016 – July 2017

* Obtain vital signs
* Perform POC Testing
* Assist with hygiene and daily activity
* Maintain Electronic Health Records
* Work in multiple departments ICU, Telemetry, Emergency Department, etc.

US ARMY RESERVES – Human Resource Specialist May 2016 – June 2017

* Administrative Assistant
* Maintain files on over 1,000 personnel
* Upload documentation into secure systems
* Maintain a security clearance
* Maintain Height and weight standards

Hawaii Pacific Health- Nurse Aide/Greeter Aug 2014 – Aug 2016

* Assist patients in preparing for outpatient and inpatient surgical procedures
* Obtain vital signs and BMI and glucose levels
* Maintain Electronic Health Records and Protect PHI
* Create and maintain rapport with patients and family
* Transport patients via gurney, wheelchair, etc.
* Uses automatic lifts to aid in transfers
* Maintain continuing education and Basic Life Support
* Maintain cleanliness of patient rooms and follows infection guidelines
* Assist Doctors, Anesthetist, Nurses, Physician Assistants, Respiratory Therapist and other Staff

Texas Army National Guard – Medic 68W Feb 2010 – May 2016

* Reservist that maintains height, weight, and physical fitness standards
* Provide medical care in different environments
* Maintain civilian certifications in Emergency Medicine and CPR
* Patient triage and prescreening
* Obtain vital signs
* Administer medications, immunizations and IV Therapy
* Assist Doctors, Physician’s Assistants, Dentist, etc. with health assessments
* Use standing protocols in the absence of higher care
* Transport patients via ground ambulance or air
* Perform BLS and other first aid care

Brightstar – Caregiver Aug 2013 – Aug 2014

* Obtain vital signs
* Assist in daily hygiene regiments and special equipment (gastric tubes, drains, etc.)
* Assist with appointments, shopping, housekeeping and cooking
* Maintain records written and electronic
* Work with Doctors, nurses, physical therapist, etc. to coordinate patient care and organize appointments

Baylor Medical Center at Garland – Patient Care Tech Aug 2012 – May 2013

* Obtain Patient Vital Signs
* Assist with patient care and hygiene
* Record vitals and patient care in electronic health record
* Attend staff meetings monthly and complete online training
* Work in various settings PACU, Telemetry, Emergency Department, Medical Surgical, etc.

Aegis Communications – Customer Service Representative Dec 2008 – Jan 2010

* Inbound/Outbound Call Center
* Screen and enroll callers in Medicare Plans
* Assist sales representatives with Part D enrollments
* Maintain positive rapport with sales reps, clients and family members
* Continuously exceeded bonus standards, awarded as a top 25 performer
* Use fax, computer, and printer to assist clients

Texas Army National Guard – Recruiting Assistant Apr 2006 – May 2009

* Recruit Sustainment Program Leader
* Assist recruiters in providing information to potential recruits
* Tutor for ASVAB testing
* Present presentations at local high schools
* Maintain accountability and supervise 25 or more

The Beryl Companies – Public Relations Specialist Apr 2007 – May 2008

* Inbound Call Center
* Class Registration Expert
* Physician Referral/ Appointment Scheduling
* Provide General Medical Information
* Provide answering service for 500+ hospitals nationwide
* Data entry

Target – Cashier/Customer Service Representative Oct 2005 – Jan 2007

* Cash, credit and debit transactions
* Process credit applications
* Store Operator
* Handle returns, exchanges and refunds
* Stocking and inventory
* Light food Prep
* Light cleaning duties

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Education

American Military University – Currently Studying Bachelors of Arts in Emergency and Disaster Management

Brookhaven College – Associates in Applied Science Emergency Medical Service 2018, Completed Paramedic Certification 2012. Clinical Experience includes 3 different level 1 trauma center emergency departments, operating rooms, labor and delivery, catheterization lab, ICU, mobile intensive care units and fire stations.

Mesquite Academy – High School Diploma 2007

Prehospital Trauma Life Support

