**C D**

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# Professional Summary

Call Center Representative versed in customer support in high call volume environments. Superior computer skills and telephone etiquette. Also, Certified Nursing Assistant with 6 years experience in a hospice, long term, and hospital setting. Patient-focused and empathetic caregiver with extensive knowledge of geriatric needs. Desire a position in a clinical setting

# Skills

Exceptional communication skills

60 wpm

MS Windows proficient

Multi-line phone talent

Medical terminology

**Work History**

**CAN,** 09/2016 to current

**Milbrook Nursing and Rehab-** 1850 W. Pleasant Run

Monitored vital signs, such as blood pressure and pulse

Assisted patients with bathing, oral hygiene, grooming, feeding and daily needs

Assist with transfer and ambulation

Transport patients to other areas of the hospital/facility

Maintained clean and safe work enviornment

**CNA**, 06/2016 to 09/2016

**Desoto Nursing and Rehab** – 1101 N. Hapmton

Monitored vital signs, such as blood pressure and pulse

Assisted patients with bathing, oral hygiene, grooming, feeding and daily needs

Assist with transfer and ambulation

Transport patients to other areas of the hospital/facility

Maintained clean and safe work enviornment

Cared for unresponsive patients

**CNA**, 09/2015 to 05/2016

**Grapetree Medical staffing** – Spirit Lake, IA

**CNA**, 11/2014 to 08/2015

**Washington County Hospital** – 400 E. Polk St.

**Customer Service Rep**, 05/2014 to 05/2015

**Morley** – Saginaw, Mi

Answered an average of [number] calls per day by addressing customer inquiries, solving problems and providing new product information.

Politely assisted customers in person and via telephone.

Communicated with vendors regarding back order availability, future inventory and special orders. Provided an elevated customer experience to generate a loyal clientèle.

# Education

**GED**: 2011

**Education Training Connection** - Saginaw, MI