**Machelle Blackmon**

Dallas, Texas 75116 • (214) 384-4174 • machelle\_blackmon@yahoo.com

**Professional Objective**

Experienced Mail Processor with exceptional customer service qualifications.

**Qualifying Skills**

Customer Service Skills First Aide & CPR

Mail Processer/Sort Sorted mail by hand

Sorted by zip & bar code Detailed Orientated

**Patient Care Skills**

* Provide compassionate and nurturing care to 2-10 patients daily
* Maintain strong cultural sensitivity in serving patients of varying ages and backgrounds
* Provide companionship, ensuring patient comfort through care and professionalism
* Escort patients around and from the facility to attend appointments and errands
* Provide assistance with personal grooming, bathing, feeding, and clothing
* Collect patient vital signs and weight information with accuracy and sensitivity
* Maintained accurate record of all patient information and interactions
* Contribute to monthly in-service meetings, addressing patient care standards

**Operational Skills**

* Communicated directly with patients and families to convey medical information in a comprehensible way, ensuring understanding and providing reassurance
* Collaborated effectively with nurses, doctors, and all levels of medical staff
* Answered telephones, responding to inquiries and directing calls appropriately
* Maintain cleanliness and sanitation of patient rooms, showers, and dining areas
* Liaise with occupational and physical therapists, assisting patient progress
* Processed and sorted mail by zip codes and bar codes
* Supported the US Post office as a casual mail clerk in their distribution center
* Ensure daily in-coming and out-going mail is processed timely, including overnight and certified packages on conveyer belt

**Work Experience**

**Charlton Methodist Hospital** October 2016-Presently

*Patient Care Sitter*

**CC Young Retirement Home** March 2006 – February 2014

*Certified Nursing Assistant*

**Stone Bridge Alzheimer’s Care Center** January 2004 – June 2006

*Certified Nursing Assistant*

**Golden Acres Retirement Center** September 2000 – January 2004

*Certified Nursing Assistant*

**Richmond Beach Rehabilitation Center** September 1997 – September 2010

*Certified Nursing Assistant*

**Edmonds Rehabilitation and Healthcare Center** September 1995 – September 1997

*Certified Nursing Assistant*