

KAELA PARDO

📍 PORTLAND, OR 📞 (971) 235-6331

◦ DETAILS ◦

Portland, OR
(971) 235-6331
kaelapardo8@gmail.com

◦ SKILLS ◦

Time Management

Computer Skills

Adaptability

Customer Service

Problem Solving Skills

Strong Communication Skills

Attention to Detail

◦ HOBBIES ◦

Collecting rare plants
Graphic design
Dog training
Collecting and repairing vintage clothing
Natural health and wellness

👤 PROFILE

- Independent and diligent worker, who enjoys being an enthusiastic team player.
- Energetic people person with highly developed communication skills and bedside manner.
- Very experienced in navigating complex dynamics and employing creative problem-solving.
- Highly organized, adaptable, and capable of learning quickly.
- Tech-savvy, and very capable and willing to learn new programs

📁 EMPLOYMENT HISTORY

CNA / Lead Hospice Aide at Care Partners Hospice and Palliative Care, Portland, OR

September 2020 — Present

- Providing personal care and delegated nursing tasks to patients in various settings, as well as educating and empowering families to provide end-of-life care to their loved ones at home.
- Communicating and working closely with patients, families, facilities, and care teams (physicians, nurses, social workers, etc.) to provide excellent patient care, and avoid negative outcomes.
- Assuming Assistant to Director of Nursing duties in their absence requiring high-level time-management, scheduling, multi-tasking, and leadership skills
- Training all newly hired Hospice Aides, and remaining available for continued mentorship and support.
- Coordinating, creating, and submitting supply orders each week for patients that will meet the needs of the patient and care team, while respecting budgetary constraints of the company.

CNA at Care NW Staffing, Portland, OR

April 2019 — September 2020

- Providing high-level patient care in fast-paced, unfamiliar, and understaffed facilities without expectation of orientation to the building, patient, or schedule.
- Maintaining excellent, patient-centered, trauma-informed care in communities experiencing high levels of stress
- Maintaining professionalism and quality interpersonal relationships with facilities and staff in order to promote the services of myself and my staffing agency.

Client Care Coordinator at American Medical Response, Portland, OR

April 2018 — October 2018

- Temporary contracted position with American Medical Response (AMR) coordinating and scheduling non-emergency transportation to and from medical appointments for Oregon Health Plan (OHP) patients
- Provided high-level client care and de-escalation skills in a fast-paced call center setting to patients experiencing high stress, while AMR transitioned out of their contract with OHP
- Built strong professional relationships over the phone with transportation companies in order to better serve clients
- Provided an empathetic ear to clients, and employed high-level and creative problem-solving skills
- Learned to navigate unfamiliar computer programs quickly and efficiently

📄 REFERENCES

- References available upon request