

CONSULTANT
Professional Summary

Certified Nursing Assistant with experience serving chronically ill patients, including assisting with daily living activities and household tasks. Patient and highly compassionate.

Licenses

New York State Department of Health Nursing Home

Nurse Aide Certification Program Â

Original Certification Date: 5/18/2005

Current Expiration Date: 1/31/14

Certification # 342285200505E

Skill Highlights

- Understands mobility assistance needs
- Charting expertise
- Reliable transportation
- Trained in grooming and bathing assistance
- Calm and level-headed under duress
- Medical terminology knowledge

Professional Experience

Consultant

March 2015 Company Name - City , State

Provided accurate and appropriate information in response to customer inquiries. Addressed customer service inquiries in a timely and accurate fashion. Built customer loyalty by placing follow-up calls for customers who reported product issues. Resolved product issues and shared benefits of new technology. Managed quality communication, customer support and product representation for each client. Answered customers' questions and addressed problems and complaints in person and via phone. Built customer confidence by actively listening to their concerns and giving appropriate feedback.

CNA

August 2007 to July 2013 Company Name - City , State

- Observed and documented patient status, and reported patient complaints to the nurse. Completed and submitted clinical documentation in accordance with agency guidelines. Collected urine and fecal samples. Assisted with adequate nutrition and fluid intake. Provided transportation, assistance and companionship to clients. Cleaned and organized patients' living quarters. Positioned residents for comfort and to prevent skin pressure problems. Assisted with transferring residents in and out of wheelchairs and adaptive equipment. Tended to patients with chronic illnesses. Charted daily information on the residents such as mood changes, mobility, activity, eating percentages, and daily inputs and outputs. Recognized and reported abnormalities and/or changes in patients' health status to nursing staff. Documented resident records on daily flow sheets. Assisted with ADLs. Provided patients and families with emotional support.

CNA

June 2005 to January 2007 Company Name - City , State

- Assisted with adequate nutrition and fluid intake. Directed patients in prescribed range of motion exercises and in the use of braces or artificial limbs. Cleaned and organized patients' living quarters. Facilitated games and other activities to engage clients. Positioned residents for comfort and to prevent skin pressure problems. Assisted with transferring residents in and out of wheelchairs and adaptive equipment. Assisted with ADLs. Administered simple range of motion exercises. Promoted continuity of care by accurately and completely communicating to other caregivers the status of patients for which care is provided. Promoted personal and co-worker safety.

Cashier

February 2004 to August 2005 Company Name - City , State

- Took necessary steps to meet customer needs and effectively resolve food or service issues. Recorded customer orders and repeated them back in a clear, understandable manner. Promptly reported complaints to a member of the management team. Correctly received orders, processed payments and responded appropriately to guest concerns. Served fresh, hot food with a smile in a timely manner. Resolved guest complaints promptly and professionally. Quickly and efficiently processed payments and made accurate change. Properly portioned and packaged take-out foods for customers. Carefully maintained sanitation, health and safety standards in all work areas. Cleaned food preparation areas, cooking surfaces, and utensils. Took initiative to find extra tasks when scheduled duties were completed.

Cashier

July 2001 to March 2003 Company Name - City , State

- Executed cash transactions quickly and accurately. Greeted all customers. Checked out customers and bagged items.
- Quickly Served shoppers in a prompt, courteous and friendly manner. Gave every customer immediate and undivided attention.

- Maintained knowledge of current product locations. Consistently received a 100% rate of customer satisfaction.

Cashier

March 1998 to August 2000 Company Name - City , State

- Up-sold additional menu items, beverages and desserts to increase restaurant profits. Took necessary steps to meet customer needs and effectively resolve food or service issues. Recorded customer orders and repeated them back in a clear, understandable manner. Promptly reported complaints to a member of the management team. Correctly received orders, processed payments and responded appropriately to guest concerns. Served fresh, hot food with a smile in a timely manner. Communicated clearly and positively with co-workers and management. Served orders to customers at windows, counters and tables. Packaged menu items into bags or trays and placed drink orders into carriers. Accurately measured ingredients required for specific food items. Prepared and served beverages such as coffee, tea and fountain drinks. Mastered Point of Sale (POS) computer system for automated order taking. Carefully maintained sanitation, health and safety standards in all work areas.

Education and Training

CNA Certificate: Certified Nursing Assistant : GED , 2005 Rochester Educational Opportunity Center - City , State , United States

Skills

- Patient-focused care
- Excellent interpersonal skills
- Compassionate and trustworthy caregiver
- Effectively interacts with patients and families.