

## CONCIERGE

### Professional Summary

I am looking for a job where I can put my positive strengths and abilities to good use. I am an efficient and cheerful worker who relates to people with compassion and understanding. I am discreet, trustworthy, and dedicated. Authorized to work in the US for any employer.

### Licenses

### Certified Nursing Assistant

#### Skill Highlights

- Highly organized
- Professional behavior and telephone manner
- Computer literate
- Able to perform without close supervision
- Able to prioritize
- Able to work under stress
- Patient care and safety
- Medical terminology
- Electronic medical records
- Vital signs and patient monitoring
- Privacy/Hippa regulations
- Patient advocacy and support

### Professional Experience

#### Company Name City , State Concierge 02/2016 to Current

- Welcome owners and vendors upon entrance
- Act as point of reference for those who need assistance or information and attend to their wishes and requirements
- Understand the owner's needs and provide them with personalized solutions by suggesting activities and facilities provided
- Provide extensive knowledge of the premises and the nearby venues and businesses to make the most suitable recommendations
- Arrange events, excursions, transportation etc.
- upon request Answer the phone and make reservations, take and distribute messages, mail, and packages and redirect calls
- Respond to complaints and find the appropriate solutions
- Monitor a very extensive security system to maintain the owner's privacy and safety.

#### Company Name City , State Health Unit Coordinator / Certified Nurse Assistant 02/2009 to 02/2016

- Performing various activities to support the provision of patient care and clerical duties under the supervision and/or direction of Staff Nurse and assists RN/LVNs in treatment and care of patients.
- Performing numerous personal care and clerical services to ensure patient's safety, comfort, cleanliness, and to support patient activities.
- Training new employees
- Ensure Hippa compliance
- Scheduling lab tests
- Registering patients
- Ensure patient safety and comfort while providing transfer, or assisting with mobility, from one location to another in accordance with established procedures
- Assists with the proper nutrition and accurately records meal and nourishment intake and calorie count
- Promptly answers all patient call lights
- Initiates, and assembles and maintains patient chart/Kardex in accordance with established procedures
- Uses Epic computer charting accurately and promptly transcribes physician orders
- Processes ordered tests, medications, procedures, and appointments appropriately and coordinates appropriate transportation
- Processes admits/transfers/discharges
- Monitors and records patient's vital signs, intake and output and other measurements in accordance with unit routines as directed
- Monitors patients and reports patients' conditions at regular intervals and promptly reports any signs or symptoms of concern to appropriate party
- Helping patients with toilet and bathroom needs
- Peri and catheter care on ante partum, laboring, and postpartum women
- Maintains unit equipment in good working order and notifies the appropriate parties promptly when requires service or repairs
- Prepared patient rooms prior to their arrival.
- Ensuring a safe and healthy environment for nursing staff and patients.
- Ensuring compliance with hospital rules and regulations.

#### Company Name City , State Housekeeping 02/2008 to 02/2009

- Environmental Services Labor and Delivery
- Performed routine cleaning and sanitizing in offices, exam rooms, procedure rooms, stairs, restrooms, elevators, and other ancillary areas.
- Performed discharge cleaning of patient rooms
- Changed bed lines and cleaned patients rooms

- Terminal clean of labor beds and operating rooms
- Cleaned equipment properly and distributed based on patient needs
- Followed infection control
- Maintained all assigned rooms, areas, and spaces in a clean, neat, and sanitary manner using the chemicals and process required by the EVS Department.

Company Name City , State Certified Fitness Instructor/Circuit Coach 02/2002 to 02/2008

- Trained and motivated ladies in the use of the 30 minute Curves Circuit
- Conducted nutrition meetings on a 1:1 basis and group setting
- Completed monthly fitness goals for members
- Gave assistance, instruction, and motivation of members on the Curves Weight Loss Program
- Participated in new member campaigns, guest production, and sales Marketing of Curves gym and obtaining new members
- Various Club administration activities.

Education and Training

High School Diploma : General 1988 Belton High School , City , State

Skills

Patient-focused care, Excellent interpersonal skills, Compassionate and trustworthy caregiver, Detail-oriented, Medical terminology