

Meggan Banks

Milwaukee, WI

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Customer service oriented professional with 3+ years of healthcare industry experience who ensures smooth patient flow by providing prompt attention to pulling patient charts and necessary medical records, gathering accurate billing and financial information, and reviewing intake materials for accuracy and completeness.

- * State of Wisconsin - Certified Nursing Aide (CNA) - License # 59214.
- * Strong written and verbal communication skills with individuals at all levels, both one-on-one and in groups.
- * Shows sound judgment and good decision making when dealing with problems.
- * Analytical skills necessary to interpret and apply knowledge.
- * Good time management, adopting a flexible approach to work.
- * Microsoft / MS Excel; MS Word; MS PowerPoint; Typing Speed: 45 WPM.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Certified Nurse Aide

South East Georgia Systems - Brunswick, GA

October 2020 to Present

- * Provide attention to patients, typically surgery or high-priority patients.
- * Help client with light housekeeping, meal preparation, and medication reminders.
- * Assist with personal care, dressing, grooming, and mobility.
- * Communicate effectively with clients, family members, and co-workers.
- * Document patient activities and changes in behavior.

Certified Nurse Aide

Alexian Village - Milwaukee, WI

May 2019 to October 2020

- * Scheduled nurses and aides for specific times to ensure patients were being care for.
- * Provided attention to client needs, including companionship and social engagement.
- * Handled light housekeeping duties, prepared meals, and completed daily logs.
- * Documented patient condition and activities and any changes to patient care plan.
- * Maintained effective relationships and communication with patients, families, management, and staff.

Certified Nurse Aide

National Staffing Solutions - Winter Park, FL

January 2018 to April 2019

- * Maintained accurate records of resident care, condition, progress, and concerns.
- * Responded appropriately to the physical, emotional, and developmental needs of the residents.

- * Assisted residents with activities of daily living.
- * Promoted positive relationships with patients, families, management, and staff.

Certified Nurse Aide

Aurora Health Care - Milwaukee, WI
January 2017 to January 2018

- * Took vital signs and assisted with activities of daily living - personal hygiene, mobility, and feeding.
- * Communicated and interacted effectively and tactfully with patients, visitors, families, peers, and supervisory staff.
- * Documented and reported observations of patient behavior, complaints, or physical symptoms.
- * Maintained the comfort, privacy, and dignity of patients by completing duties in a manner that displayed warmth and promoted a caring environment.

Medical Administrative Assistant / Secretary

Menomonee Falls Health Care - Menomonee Falls, WI
March 2015 to January 2017

- * Answered inbound phones and scheduled and confirmed appointments.
- * Compiled medical charts, reports, and correspondence.
- * Greeted and interviewed patients to completed documents and case histories.
- * Maintained medical records, operated office equipment, and transmitted correspondence and medical records.
- * Verified insurance and completed insurance and other claim forms.
- * Performed various clerical and administrative functions, including scanning, filing, and faxing, to ensure office ran smoothly and remained organized.

Education

Associate of Science degree in Health Science

Ultimate Medical Academy
2019

Skills

- Medicare
- ICD-10
- Triage
- Physiology knowledge
- Typing
- Microsoft Powerpoint
- ADLs
- Analysis skills
- Filing
- Vital signs
- Meal preparation

- Transcription
- Medical office experience
- ICD coding
- Accounting
- Microsoft Excel
- CPT coding
- Time management
- Records management
- Medical records
- Administrative experience
- HIPAA
- Insurance verification
- Cleaning
- Organizational skills
- EMR systems
- Anatomy knowledge
- Microsoft Word
- Clerical experience
- Food preparation
- CPR
- Medical terminology
- Patient care
- Customer service
- Communication skills