

Alexandra Dworak

Certified Nursing Assistant

Manitowoc, WI

- Email me on Indeed: <http://www.indeed.com/r/Alexandra-Dworak/698ef6174950c11c>

Highly dependable and dedicated person with management background seeking new opportunities. I love learning new challenges and developing new skills. I am able to work in different environments and adapt to my surroundings. Looking for a chance to prove myself and succeed.

Authorized to work in the US for any employer

Work Experience

CNA - Certified Nursing Assistant

Manitowoc Health and Rehabilitation Center - Manitowoc, WI

August 2019 to Present

- Worked in a long term and rehab facility
- Assisted up to 20+ elderly, disabled, and hospice patients daily
- Provided patients/residents with care and companionship
- Checked vital signs
- Documented all care
- Made beds

Receptionist

Lakeshore Accounting - Manitowoc, WI

January 2019 to April 2020

I am working two times a week for Lakeshore Accounting as a receptionist during the busy tax season. This position ends each year in April.

I answer phones, make appointments, answer client questions, file paperwork and assist tax agents with any help they may need.

Front Desk Manager

GRANDSTAY RESIDENTIAL SUITES HOTEL - Sheboygan, WI

January 2014 to January 2020

- Greeting, registering and assigning rooms to guests.
- Verifying customers' credit cards and established how the customer will pay for the accommodation.

- Answering department telephone calls within 3 rings, using correct salutations and telephone etiquette.
- Making and confirming reservations.
- Posting charges for rooms, laundry services, pet fees, and other fees such as smoking or damages.
- Computing bills, collecting payments and making change for guests.
- Recommending top dining and entertainment options for guests in the Sheboygan area.
- Entering in numbers for Daily Sales Reports.
- Handling past due balances with large companies that had a direct billing account set up with the hotel.

- Maintaining breakfast and clean up of kitchen, breakfast, lobby, pool and fitness area.
- Handling dailies and checkouts in housekeeping
- Making beds, cleaning bathrooms, dusting, vacuuming, etc
- Night Audit
- Closing down the system for the day
- Filing all paperwork
- Maintaining cleanliness of the hotel and preparing it for all hotel staff and guests for the next day.
- Breakfast set up
- Washing and folding any remaining laundry

Lead Teacher

Kindercare Learning Centers - Sheboygan, WI
January 2018 to July 2018

- Assisted children of different ages in learning and play
- Help guide children into making right decisions and help them understand right from wrong
- Creating daily lesson plans and small/large motor activities based on the weekly lesson theme.
- Properly cleaning and sterilizing changing stations, toys, bathrooms, tables and chairs, highchairs and floors

*Reason for Leaving: Decided to take my son out of daycare

Bather/Cashier

PetSmart
December 2012 to April 2013

- Completed safety training and certifications.
- Cleaned, maintained and sterilized tools.
- Updated customer information records to track services provided.
- Bathed, dried and groomed all sizes of dogs.
- Worked at the register
- Helped customers find products that would work best for them.
- Counted and closed the drawer at the end of the day.
- Prepared the store for the next day with sale tickets/ other pricing changes and cleaning

*Reason for Leaving: Maternity

Cashier/DriveThru

Mcdonald's - Sheboygan, WI
August 2011 to April 2012

- Consistently provided friendly guest service and heartfelt hospitality.
- Promptly and empathetically handled guest concerns and complaints.
- Demonstrated integrity and honesty while interacting with guests, team members and managers.
- Operated the drive-through window and sales register quickly and efficiently.
- Greeted customers and provided excellent customer service.
- Pleasantly and courteously interacted with customers.
- Maintained high standards of customer service during high-volume, fast-paced operations. • Cross-trained and coordinated scheduling with team members to ensure seamless service. • Prepared fountain drinks and ice cream items.
- Prepared all food orders within a 2-3 minute time frame.

*Reason for leaving: Better job opportunity

Education

CNA in Nursing

LTC - Cleveland, WI

June 2019 to August 2019

South High School

2011

Skills

- EVENT PLANNING
- PAYROLL
- MULTI-TASKER
- TEAM PLAYER
- OPERATIONS (Less than 1 year)
- Front Desk
- Receptionist
- Scheduling
- Cash Handling
- Microsoft Word
- Customer Service
- Certified Nursing Assistant

Certifications and Licenses

CNA

Additional Information

--Skills

Quick learner

Hotel operations and management

Organized multi-tasker

Event planning and coordination

Friendly and helpful

Payroll management

Ability to maintain composure in stressful situations

Computer knowledge

Dedicated team player

Skilled upseller

Courteous