

# Mindy Kriefall

## **Associate Degree Nursing Student - Milwaukee Area Technical College**

Port Washington, WI

- Email me on Indeed: <http://www.indeed.com/r/Mindy-Kriefall/d1e5fb22e8a54efa>

I am seeking a career where I can build my skills in the healthcare field. I have a strong desire to become a registered nurse and a passion for excellent patient care and the care of their families. I am excited to use my professional skills from the financial services field and customer service along with new skills learned as a CNA to enhance the education I am currently receiving making me an exemplary employee in a healthcare setting.

Authorized to work in the US for any employer

## Work Experience

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### **Patient Care Assistant (PCA)**

Ascension - Mequon, WI

July 2019 to Present

- Perform delegated tasks under supervision on Registered Nurse
- Assess vital signs on each patient at least once per shift or as requested by RN
- Assist in toileting patients with varying levels of mobility or incontinence care as needed
- Preparing rooms for new admission
- Supplying patients with food and beverages appropriate to their ordered diet
- Assist clients with feedings as needed
- Perform bladder scan, ECG, or application of external catheters as requested by RN
- Remove IVs as requested by RN
- Various other tasks as requested by RN
- Give oral and written shift report to next PCA to allow for continuation of care

### **Customer Service Cashier**

Pet Supply Port - Saukville, WI

February 2017 to August 2019

- Helping pet owners in the store and over the phone with questions about their pet's health, diet, and various other issues
- Processing customer purchases and refunds as cash, credit card, check, store account, or gift card
- Stocking shelves from warehouse area including lifting bags weighing up to 50 lbs
- Caring for store pets
- Assisting with organizing store, new product displays, maintaining a clean environment
- Closing register and processing reports

### **Office Professional**

Thrivent Financial - James P Meyer - Cedarburg, WI

May 2016 to June 2019

- Provide excellent customer service both over the phone and in person for current clients as well as prospective clients

- Handle day to day office activity including, but not limited to, answering phones and researching questions and concerns
- Maintaining a federal and state compliant environment including experience with HIPPA
- Scanning, faxing, completing various forms and documents related to financial services
- Planning and executing professional and charitable events for the financial representative
- Handling technology and social media for financial representative and managing appointment calendar
- Various other duties as needed

### **Electronic Banking Manager**

Bank Mutual

July 2013 to May 2016

- Supervise a growing team individuals and each of their various tasks
- Play key role in implementing new vendors, processes and procedures
- Support Executives and VPs with various bank wide initiatives
- Resolve escalated customer issues with assistance of bank offices
- Draft and provide verbal communication to bank offices and other back office staff regarding new projects or processes as well as ongoing projects
- Analyze reports and bills from various vendors
- Daily access to and work in a multitude of web based applications, Core Processing solutions and Microsoft Word and Excel

### **Senior Customer Service Representative**

Bank Mutual

April 2003 to July 2013

- Provided call center support for both internal and external customers regarding a myriad of issues including balance assistance, transactional questions, online banking and other bank product support
- Generated reports for immediate manager to provide to upper management
- Sent out written communication to internal and external customers
- Depth of knowledge on bank products and procedures

## Education

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### **Associate in Nursing**

Milwaukee Area Technical College - May, OK

August 2018 to Present

### **CNA in Nursing Assistant**

Milwaukee Area Technical College

January 2019 to May 2019

## Certifications and Licenses

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### **Life and Health Insurance**

November 2017 to November 2019

### **Certified Nursing Assistant (CNA)**

May 2019 to Present

**Basic Life Support (BLS)**

June 2019 to June 2021