

Nichole Alex

Scheduler/Administrative Assistant

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Authorized to work in the US for any employer

Work Experience

Scheduler/Administrative Assistant

Visiting Angels - Fort Atkinson, WI
February 2019 to March 2019

Maintain computer schedules and ensure timely data entry for clients and caregivers. Monitor telephony logs on a daily basis, making appropriate corrections to the system to facilitate accurate processing of payroll and billing. Assist Office Manager in processing applications and checking references. Generate timely reports on caregiver supply and demand for direct supervisor. Assist in developing and implementing trainings for caregivers. Maintain absolute confidentiality of all information pertaining to employees, clients, and client's families.

Schedule Coordinator and Certified Nursing Assistant

ELITE NURSES INC - Green Bay, WI
October 2012 to January 2018

- Schedule Coordinator duties include:

I coordinated client needs with nursing staff schedules, charting all contact with staff and clients into StaffMed (an electronic charting system). I placed cold calls to find nursing coverage for facilities on a moment's notice, as well as received calls from facilities with nursing needs. I transcribed messages for office staff, as well as scan, fax, print and file documents. I e-mailed staff with a list of open shifts and annual reminders (such as tb skin tests, flu shots, updated CPR cards). I managed employee write up's and referrals for accurate file keeping.

- CNA duties include:

I would answer call lights, pass fresh ice water and snacks. Monitor any changes in skin and cognitive status and report changes to RN / LPN on duty. Perform / assist with all activities of daily living, collect and chart all intakes / outputs, obtain vital signs for RN / LPN, ambulate patients around the unit which lead to increased lower extremity strength and decreased fall rates. I performed range of motions on bed bound patients, preventing their bodies from contracture. I applied telemetry leads as well as connected the leads to monitors, removed Foley catheters. I performed blood sugar checks, notifying the nurse immediately of any abnormal findings, which brought attention to the nurse for immediate medication administration, preventing diabetic shock. I performed fecal occult blood testing as well as assisted with patient admissions and discharges. I am also responsible for reorienting and / or redirecting confused patients, which prevents the patient from increasing agitation. I have worked as staff relief, through this company, at Agrace Hospice IPU, Geriatric LTC and Psychiatric LTC facilities.

Customer Care Associate

ALL CALLS CALL CENTER - Schaumburg, IL
March 2016 to May 2017

I assisted Supervisors in covering CRM. I collaborated with management on incentive based competitions. I am the voice of the agents, and back up secretary for the Incentive Committee. I composed electronic communications that were distributed to all agents, and members of leadership, concerning the Incentive Committee's promotions. I cross trained on emails as well as phones to de-escalate irate customer situations.

Document Processor

Data Dimensions - Janesville, WI
December 2012 to August 2013

- I read and recognized Veteran medical and military files, assigning a code to each item in the file based on each specific document.
- I repaired damaged documents prior to sending the document to imaging.
- I deleted the blank documents from the database of recently converted images.

Certified Nursing Assistant

ALDEN MEADOW PARK - Clinton, WI
December 2008 to November 2009

Answer call lights, pass fresh ice water as well as afternoon and HS snacks. Monitor any changes in skin conditions and report changes to RN/LPN on duty. Perform/assist with all activities of daily living, collect and chart all outputs, obtain vital signs for RN/LPN, ambulate residents and perform range of motions.

Certified Nursing Assistant II

OSF SAINT ANTHONY MEDICAL CENTER - Rockford, IL
May 2005 to July 2007

I was one of only two CNA's asked to join the 6 Sigma Quality Care and Decubitus Ulcer team, and I assisted in re-writing the CNA role revision. Patients were bathed every other day, as opposed to every day, which promoted the comfort of the patient. Team nursing was also implemented, assigning a specific CNA to an RN for consistency in care. This change went hospital wide as it was well received by both patients and staff. During house wide skin audits I discovered the egg crates were not being properly placed on the mattress, and the wrong sheets were being used on air mattresses. I facilitated CNA in-services throughout the hospital to educate CNA staff on the proper use of these items. Hospital acquired skin ulcers were decreased by 93% as a result of the in-service I facilitated. I sat in on CNA interviews for potential CNA new hires as well as helped precept new CNA employees. I participated in house drills such as code pinks, also known as a child abduction. I was assigned to 1:1 suicide watches, which prevented the patient from self-harming. I answered call lights and reported to RN/BSN on duty. This led to our unit adopting a "no passing zone" which meant if a call light came on, even if an individual was not assigned to that room the staff member must answer the call light and assist the patient, which led to a 60% decrease in patient falls. I assisted with patient admissions and discharges, collected vital signs (including post-surgical and blood/plasma transfusion vitals) as well as intakes and outputs (including all drains) and charting these findings in IDX. I performed fecal occult testing and glucose checks, removed INT and Foley catheters.

Certified Nursing Assistant/Scheduler

DREYFUS MEDICAL SERVICE - Rockford, IL
October 2001 to September 2006

My duties and rate of pay varied from day to day depending on if I was working as a home health aide, as a staff relief C.N.A in a facility, or in the office as a scheduler.

Education

Nursing

BLACKHAWK TECHNICAL COLLEGE JANESVILLE - Janesville, WI

December 2017

General Education

UW - Janesville, WI

December 2011

High School Diploma

STERLING HIGH SCHOOL - Sterling, IL

May 2000

Skills

- Team Building (1 year)
- Certified Nursing Assistant (10+ years)
- Microsoft Word (10+ years)
- Excel (5 years)
- Epic (4 years)
- Generations (Less than 1 year)
- Leadership Training (7 years)
- General Office Skills (5 years)
- Medical Terminology (10+ years)
- Powerpoint (5 years)
- Microsoft Office Outlook (10+ years)
- Receptionist
- Outlook
- Filing
- Scheduling
- Typing
- Word
- Organizational Skills
- Acrobat
- Microsoft Outlook
- Quickbooks
- Billing
- English
- Administrative Experience
- Customer Service
- Microsoft Powerpoint
- Microsoft Office
- Computer Literacy
- Data Collection

Awards

Phi Theta Kappa

October 2014

The purpose of Phi Theta Kappa shall be to recognize and encourage scholarship among two-year college students. To achieve this purpose, Phi Theta Kappa shall provide opportunity for the development of leadership and service, for an intellectual climate for exchange of ideas and ideals, for lively fellowship for scholars, and for stimulation of interest in continuing academic excellence. Phi Theta Kappa member must maintain a high academic standing, generally a 3.5 GPA or higher.

Certifications and Licenses

Healthcare Provider BLS

March 2017 to March 2019

BLS certification is through the American Heart Association

Driver's License

Certified Nursing Assistant (CNA)

CPR

Assessments

Scheduling — Familiar

November 2019

Cross-referencing agendas and itineraries to avoid scheduling conflicts.

Full results: https://share.indeedassessments.com/share_to_profile/53ee489bdf9fb13fb9e76aa0adfedabbeed53dc074545cb7

Electronic Medical Records: Best Practices — Highly Proficient

November 2019

Knowledge of EMR data, associated privacy regulations, and best practices for EMR use.

Full results: https://share.indeedassessments.com/share_to_profile/64b5b922a22da5ae39a67c25c5b842eaeed53dc074545cb7

Administrative Assistant — Proficient

November 2019

Using basic scheduling, attention to detail, and organizational skills in an office setting.

Full results: https://share.indeedassessments.com/share_to_profile/896f78408f49e660dcbf6ef0ed2a87bdeed53dc074545cb7

Nursing Aide Skills — Expert

November 2019

Providing nursing aid to patients using knowledge of relevant equipment and procedures.

Full results: https://share.indeedassessments.com/share_to_profile/463706190d27bf44e3a28232efcb71ec

Customer Service Skills — Proficient

November 2019

Measures a candidate's skill in evaluating approaches to customer service & satisfaction.

Full results: https://share.indeedassessments.com/share_to_profile/c44b976d0d72291c3c821a2ba1c05ed5eed53dc074545cb7

Medical Terminology — Highly Proficient

November 2019

Understanding and using medical terminology.

Full results: https://share.indeedassessments.com/share_to_profile/2037fd49afdb757c2a25ff62905f2885eed53dc074545cb7

Social Media — Highly Proficient

November 2019

Creating content, communicating online, and building a brand's reputation.

Full results: https://share.indeedassessments.com/share_to_profile/570afd25f412a719be230aee13b840b5eed53dc074545cb7

First Aid — Highly Proficient

January 2020

Treating common medical emergencies.

Full results: https://share.indeedassessments.com/share_assignment/g7zfo7gayoo4jle

Nursing Skills: Clinical Judgment — Highly Proficient

January 2020

Assessing a patient's condition and implementing the appropriate medical intervention.

Full results: https://share.indeedassessments.com/share_assignment/txg-maxy39dv1ajt

Personality: Customer Service Fit — Proficient

January 2020

Assesses personality traits that result in high-quality customer service.

Full results: https://share.indeedassessments.com/share_to_profile/bcd87fce509f55a630261a9b4110e1d7eed53dc074545cb7

Direct Care — Highly Proficient

January 2020

Showing sensitivity and enthusiasm while providing care to patients.

Full results: https://share.indeedassessments.com/share_assignment/kbme3n2qg3szeey

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

I have a 3.89 GPA. I received an A in both my Oral and Written Communications classes, as well as in my Diversity class.