

Christal Howard

CNA

Green Bay, WI 54302

christalhoward3_8sr@indeedemail.com

9204762528

Work Experience

Pcw

Personnel Connections - Green Bay, WI

July 2018 to November 2019

°traveling to different assist living working

°bathing, cooking, dressing, wound care

Pcw

Allouez - Green Bay, WI

September 2018 to June 2019

• cleaning, bathing , dressing,wound care ,

° memory care , behavior care

Dietary Aide

Parkview Manor - Green Bay, WI

April 2017 to July 2017

- Prepared meals based on resident's dietary requirements and schedules.
- Cleaned, sanitized and set up dining and work areas.
- Delivered meals to resident rooms.
- Followed all food safety regulations.

Customer Service Representative

Alorica - Green Bay, WI

September 2016 to April 2017

- Answered inbound phone calls and assessed customer's needs.
- Resolved customer issues while complying with company policies.
- Documented customer interactions.
- Directed calls to other departments.
- Met daily metrics as defined by leadership.

Education

High School Diploma

Grandview High School - Milwaukee, WI

Skills

- CUSTOMER SERVICE (Less than 1 year)
- RECEPTIONIST (Less than 1 year)
- RETAIL SALES (Less than 1 year)
- SIGN LANGUAGE (Less than 1 year)
- TIME MANAGEMENT (Less than 1 year)

Certifications and Licenses

CNA

November 2019 to Present

Working in facilities, home health

Dressing ,bathing, feeding, excise and daily living

CPR/First Aid

November 2018 to Present

Additional Information

PROFESSIONAL SKILLS

- 2 years Customer Service experience
- Attention to detail
- Excellent time management skills
- Proficient in Sign Language
- Great interpersonal and communication skills
- Take feedback well