Shaquitra Horton (Teetee)

CNA MedTech/Caregiver/Customer Service

120 High Street Apartment 3

Embarrass WI, 54929

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# SKILLS

Medication Administration, CPR, Assisted living, Long term Care, Hospice care, Clinical, Memory Care, Travel CNA, Administration/Front desk

Clerical, Customer service, Retention, Basic computer skills, troubleshooting, retail, minimal data entry

**EXPERIENCE**

## Prairie Homes Assisted Living*- CNA Lead Med Tech/ Caregiver*

January 2018-August 2018

* Med admin,medication orders, cooking cleaning, laundry, Adls, meal prep

**Quality Home Care Staffing***- MedTech caregiver*

April 2017-January 2018

* Travel
* Cooking cleaning, activities, ADLs, light meal prep, Memory Care

**Matthews Assisted Living of Appleton**  *- Lead MedTech Caregiver*

April 2016-September 2017

* Medication Administration, appointment, set up, medication order, cooking, cleaning, meal prep, laundry, light housekeeping, Adls, activities, vitals, range of motion some therapies

**Guardian Healthcare and Staffing*-*** *Trave*l*CNA/Caregiver-Med Pass March 2019-September 2019*

* cleaning, cooking, laundry, med administration, adls, dementia/alzheimers care, hospice care, vitals, range of motion, some therapies, homehealth

**Alliance Staffing***-Travel CNA August 2019-June2020*

* Adls, light housekeeping, range of motion, restorative therapies, dementia/alzheimers care, hospice care, charting

**Worldwide Travel Staffing***-Travel CNA February 2020-July 2020*

* Adls, range of motion, input output, restorative therapies, dementia/alzheimers care, hospice care, vital signs, charting

**APAC/ Alorica-Call Center *-****customer Service representative/Retention Department*

*August 2016-January 2017*

* SIRIUSXM radio

-inbound calls customer service- complaint/ troubleshooting/ sales (purchase and set up, Holiday discounts and giveaways), following policies and procedures.

Inbound calls Retention-customer complaints-offers, maintain customer and service, troubleshoot, problem solve( wrongful charge), following policies and procedures

**CapTel** -*captionist assistant*

December 2018-March 2019

-Relay Phone calls for hard of hearing and elderly, captioning ( verbal and typed)

**EDUCATION**

## Wisconsin CNA, Neenah Wisconsin

June 2018-July 2018

Accelerated program obtained CNA

**Fox Valley Technical College Nursing Program***-August 2018-present*

**AWARD**

Lead Med Tech- Prairie Homes 2018

Lead Med Tech-Matthews 2017

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