

# Dylisha Williams

## Licensed Practical Nurse

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An interesting position with a growing company

Highlights: • Work well in a high pressure environment.

- Strong training skills.
- Strong background in all phases of Customer Service.
- Self-motivated and assertive.
- Excellent communication skills.
- Dependable - can work without supervision.

## Work Experience

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### LPN (Licensed Practical Nurse)

Terrace Nursing Home

July 2020 to Present

1. I followed treatment and rehabilitation plans to accelerate patient recovery;
2. Assess to minimize pain, discomfort, infections and complications; and optimize patient outcomes.
3. Provide patient care support and assist providers as instructed by the physician, provider or RN

### LPN (Licensed Practical Nurse)

The Loft - Eureka, IL

August 2019 to Present

- I followed treatment and rehabilitation plans to accelerate patient recovery;
- Assess to minimize pain, discomfort, infections and complications; and optimize patient outcomes.
- Provide patient care support and assist providers as instructed by the physician, provider or RN

### Certified Nursing Assistant

Heartland Care and Rehabilitation Center - Peoria, IL

August 2018 to March 2019

1. Helping Residents with activities of daily living
2. Taking vitals
3. Fed patients who were unable to feed themselves

### Packer

Amazon - Kenosha, WI

July 2016 to July 2018

Making sure that full order were placed together packaged and sealed properly for customers

### Certified Nursing Assistant

Heartland Manor Care - Peoria, IL

March 2013 to July 2016

Making sure that residents are taken care of properly and providing as much assistance as possible

### **Certified Nursing Assistant**

Liberty Village - Peoria, IL

June 2014 to February 2016

- Executed daily operations of <what>.
- Provided patients with help walking, exercising, and moving in and out of bed.
- Cleaned rooms and changed linens.
- Performed clerical duties such as processing documents and scheduling appointments.</what>

### **Certified Nursing Assistant**

Maple Lawn Care Center - Peoria, IL

April 2012 to May 2013

- Answered patients' call signals.
- Provided patients with help walking, exercising, and moving in and out of bed.
- Collected specimens such as urine, feces, and sputum.
- Cleaned rooms and changed linens.
- Prepared, served, and collected food trays.

### **Certified Nursing Assistant**

Rosewood Care Center - Peoria, IL

August 2011 to March 2012

- Answered patients' call signals.
- Fed patients who were unable to feed themselves.
- Observed patients' conditions, measuring and recording food and liquid intake and output and vital signs, and reported changes to professional staff.
- Provided patients with help walking, exercising, and moving in and out of bed.
- Bathed, groomed, shaved, dressed, and draped patients to prepare them for surgery, treatment, and examination.

### **Customer Service Representative**

Affini - Peoria, IL

January 2008 to August 2009

- Checked to ensure that appropriate changes were made to resolve customers' problems.
- Kept records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken.
- Recommended improvements in products, packaging, shipping, service, and billing methods and procedures in order to prevent future problems.
- Resolved customers' service and billing complaints by performing activities such as exchanging merchandise, refunding money, and adjusting bills.
- Referred unresolved customer grievances to designated departments for further investigation.

### **Customer Service Representative**

Affina - Peoria, IL

June 2005 to August 2007

- Resolved customers' service and billing complaints by performing activities such as exchanging merchandise, refunding money, and adjusting bills.

- Kept records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken.
- Responsible for explaining billing questions.
- Responsible for taking payments.

## Education

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### **Diploma**

Woodruff High School  
2005

## Skills

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- Certified Nursing Assistant (7 years)
- CNA
- Nursing
- Medication Administration
- EMR Systems
- Vital Signs
- Computer literacy
- English

## Certifications and Licenses

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### **CPR**

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

### **Driver's License**

### **Licensed Practical Nurse**

## Additional Information

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I am certified in Illinois and Wisconsin LPN