

# Makiela Mays

## **CNA and CBRF Certified**

Green Bay, WI

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(414)559-5154

To obtain employment in a long term care facility for a permanent position.

Willing to relocate: Anywhere

## Work Experience

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### **CNA - Certified Nursing Assistant**

Waukesha Springs Health and Rehabilitation - Waukesha, WI

May 2016 to Present

### **Substitute Secretary**

Goodwill Talentbridge - Greendale, WI

October 2015 to Present

- Performs secretarial duties in public or private school: Composes, or transcribes from rough draft, correspondence, bulletins, memorandums, and other material, using a computer.
- Greets visitors to school, determines nature of business, and directs visitors to destination.
- Answers telephone to provide information, take message, or transfer calls.
- Compiles and files student grade and attendance reports and other school records.

### **Certified Caregiver**

Bryant Homes LLC - New Berlin, WI

January 2016 to August 2016

- Help clients or residents with the activities of daily living
- Maintain a specialized approach to responsibilities such as uniform, start times and absenteeism
- Help with sanitation and housekeeping duties of client's room, bathroom, and common areas
- Implement and support resident-care plans

### **Certified Caregiver**

Castle Home Care - West Allis, WI

November 2013 to October 2014

- Maintain records of patient care, condition, progress, or problems to report and discuss observations with supervisor or case manager.
- Care for patients by changing bed linens, washing and ironing laundry, cleaning, or assisting with their personal care.
- Perform healthcare-related tasks, such as monitoring vital signs and medication, under the direction of registered nurses or physiotherapists.
- Provide patients with help moving in and out of beds, baths, wheelchairs, or automobiles and with dressing and grooming.'

## **Call Center Representative**

Buyseasons Inc - New Berlin, WI

June 2012 to August 2013

- Conversed with customers by telephone to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills.
- Refer unresolved customer grievances to designated departments for further investigation.

## **Cashier**

Wal-Mart Shopping Center - Milwaukee, WI

April 2009 to January 2010

- Receive payment by cash, check, credit cards, vouchers, or automatic debits.
- Issue receipts, refunds, credits, or change due to customers.
- Answer customers' questions, and provide information on procedures or policies.
- Maintain clean and orderly checkout areas and complete other general cleaning duties, such as mopping floors and emptying trash cans.
- Assist customers by providing information and resolving their complaints.

## Education

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### **ADN in Nursing**

Bryant & Stratton College-Milwaukee - Milwaukee, WI

April 2017 to December 2019

### **CBRF**

Community Healthcare Training Institute

December 2014

### **CNA**

Quality Healthcare Training Center

May 2012

## Skills

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- HIPAA (Less than 1 year)
- Medical Terminology (Less than 1 year)
- OFFICE MEDICAL (Less than 1 year)
- BLS Certified (2 years)
- CPR Certified (2 years)

## Certifications and Licenses

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### **Nursing Assistant**

April 2012 to April 2020

## Assessments

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### **Nursing Skills: Clinical Judgment — Proficient**

January 2020

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

Full results: [Proficient](#)

### **Nursing Aide Skills — Expert**

January 2020

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

Full results: [Expert](#)

### **Medical Terminology — Highly Proficient**

January 2020

Understanding and using medical terminology

Full results: [Highly Proficient](#)

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

## Additional Information

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### SKILLS

- HIPAA Compliant
- Fluent in Medical Terminology
- Certified in Medication Administration
- OSHA Compliance
- Strong written, oral and interpersonal communication skills