

# Lorna Pfliger

Green Bay, WI

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(262) 617-3027

Authorized to work in the US for any employer

## Work Experience

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

KRCC - Beulah, ND

June 2014 to Present

Assist residents with personal cares based on individual plan of care.

- Observe residents and report status and status changes to appropriate staff.
- Able to work well with Alzheimer's and Dementia residents.
- Good with difficult residents.
- Did baths, took vitals as well as daily and weekly weights.
- Daily, weekly and monthly charting and documentation.
- Perform environmental duties and all other responsibilities assigned.

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

Mayo Health Systems care center - Lake City, MN

November 2012 to April 2014

- Assist residents with personal cares based on individual plan of care.
- Observe residents and report status and status changes to appropriate staff.
- Did baths, took vitals as well as daily and weekly weights.
- Daily, weekly and monthly charting and documentation.
- Vent patient trained and able to take care of vent patient's needs.
- Perform environmental duties and all other responsibilities assigned.

### **Factory Worker/Machine Operator**

Express Employment Professionals Factory - Red Wing, MN

September 2011 to November 2012

Working for Bic APP (Graphics) doing silkscreen printing, line work, assembly, handwork, packing and getting product ready for shipment.

### **Medical Assistant Externship Student**

Divine Savior Healthcare Clinical & Externship - Portage, WI

April 2011 to June 2011

- Worked as a student medical assistant with several Doctors in different fields of healthcare.
- Performed procedures such as escorting patients to rooms, taking weight, height, blood pressure, pulse, temperature, blood draws, giving injections to children and adults.
- Entered information into their computer and all other duties assigned to me.

### **Machinist Running Seven Machines to Make One Part**

CITATION CORPORATION - Menomonee Falls, WI

August 2005 to August 2008

Calibrated the machinery did maintenance for machines, and did quality control work.

### **Lab Manager**

LensCrafters - Milwaukee, WI

September 1987 to June 2004

- Worked as lab tech and was promoted to lab manager.
- Maintained and fixed the machinery, did inventory and ordered supplies, did staff reviews and all other managerial duties. Customers service duties.
- Hired personal, did safety training as well as training in all other facets of the job.
- Did staff reviews and all other managerial duties including customer service duties.

### **Flex Force Temp Service Warehouse Work**

Flex Force Temp Service Warehouse - Milwaukee, WI

May 1986 to September 1987

Worked for companies that we serviced, doing whatever duties that was required.

## Education

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### **Associates degree in the Science of Medical Assisting**

Kaplan University

2009 to 2011

## Skills

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- Trustworthy, loyal, dedicated and takes responsibilities seriously
- Reliable, caring and compassionate
- Many years of experience with customer service
- Work well with a team as well as independently
- Enjoy working with people
- Computer experience includes Word, Excel and Power Point
- Alzheimer's Care
- Dementia Care
- Vital Signs

## Certifications and Licenses

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### **CNA**

### **CPR Certification**

## Assessments

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### **Nursing assistant skills — Expert**

January 2021

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

Full results: [Expert](#)

### **Home health aide skills — Expert**

January 2021

Providing care to patients in a home setting

Full results: [Expert](#)

### **Clinical judgment — Familiar**

January 2021

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

Full results: [Familiar](#)

### **Medical terminology — Familiar**

January 2021

Understanding and using medical terminology

Full results: [Familiar](#)

### **First aid — Highly Proficient**

January 2021

Treating common medical emergencies

Full results: [Highly Proficient](#)

### **Verbal communication — Highly Proficient**

January 2021

Speaking clearly, correctly, and concisely

Full results: [Highly Proficient](#)

### **Customer focus & orientation — Highly Proficient**

January 2021

Responding to customer situations with sensitivity

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.