Wendy Deiss

Eau Claire, WI 54703

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715-864-8647

Authorized to work in the US for any employer

Work Experience

Licensed Practical Nurse
Dove Healthcare - Chippewa Falls, WI
August 2019 to Present

Provide nursing care to residents specifically with respiratory issues and long term care. Residents cared for are on ventilators, have a tracheostomy and tube feedings. Medication administration, full body and basic physical assessments. Emergency care when needed. Revise resident care plans, provide physical and emotional support. Receive and implement orders from medical providers via fax, telephone and written orders. Use of critical thinking, personal and professional judgement of cares, and emphasize patient advocacy.

Private In-home Care Giver
NA - Eau Claire, WI
July 2017 to Present

Private care given to an individual in his home who is physically and mentally disabled. Cares include daily AD'S (Activities of daily living), transport to and from appointments, administer medications, assist with daily home cares including cleaning and cooking. Assist individual when his daughter is present during visitation. Other tasks/provisions include advocating for his well-being, develop daily, short and long term goals for self-care and provide emotional support.

Licensed Practical Nurse
Clearwater Care Center - Eau Claire, WI
May 2019 to August 2019

Care for residents or patients in a long term or rehabilitation setting, administer medications, wound dressings and changes, basic and in-depth resident charting, daily assessments and evaluations of patients, provide emotional and physical support to patients and families during time of need. Advocate for patient's well-being and care. Monitor for trends in health status. Delegate tasks to aids, update patient medical records, receive and enter in physician orders.

Customer Service Representative/Call Center
MASON SHOE - Chippewa Falls, WI
May 2018 to May 2019

Take orders and handle payments for accounts with catalog orders. Critical thinking and problem solving skills used daily, handle sensitive customer information such as credit card and social security numbers. Perform credits and exchange order fulfillments.

Hospital Service Technician
Universal Hospital Services, Inc. - Eau Claire, WI

September 2015 to June 2018

Receive calls from medical staff regarding patient used equipment. Deliver and pick up new and used medical equipment for cleaning and processing. Use of all Microsoft programs, telephone and email etiquette, large use of medical jargon and knowledge of medical devices, procedures and tools.

Production Technician at 3M
Volt Workforce Systems and Solutions - Menomonie, WI
September 2012 to September 2014

Assist in the production of Brightness Enhancing Film and C5 Tape, preparing materials for production and shipping of finished goods for further manufacturing. Assemble essential materials used in production and work as a team effort. Use of Lotus Notes, MES programs, IMES portals, Iniquity and Microsoft programs. Use of pallet jacks, spreader bar and hoists, wrenches, aluminium and certified to operate the stacker forklift and powered walk behind vehicle or tugger. Maintain and perform 5S audits weekly.

Customer Service Representative and Receptionist
My Receptionist - Eau Claire, WI
February 2012 to July 2012

Take messages and personal phone calls for small businesses throughout the United States and Canada. Relay messages promptly to necessary parties, schedule appointments and answer questions about services and businesses. Relay emergency calls when needed to medical facilities and abundant use of medical jargon. Maintain professional customer service and work individually with specific customers.

Administrative Assistant at Xcel Energy
Entegee Technical Engineering - Eau Claire, WI
September 2010 to May 2011

Audit and correct data and customer information for local and company tax purposes. Design and configure spreadsheets for efficiency, use of geographical maps of major cities, along with local tax and property ownership information for verification in 3 different states. Use of all Microsoft programs with an emphasis on Excel.

Claims Associate
United Health Group - Eau Claire, WI
January 2007 to January 2010

Data entry, review and process applications and claims for enrollees on Medicare and other private health insurance companies. Use and knowledge of most medical terminology, audit and review hospital claims, process for payments and authorizations. Assist on large projects; meet strict government and company standards and guidelines. Train employees on different reviews and audits; teach colleagues on programs used to process claims.

Quality Auditor
Hutchinson Technology - Eau Claire, WI
February 2004 to February 2006

Manufacture, inspect and audit suspension assemblies used in electronic devices. Meet company standards and guidelines as well as personal and team quotas. Use of all Microsoft programs, AS400 and Lotus Notes. Large use of measuring instruments such as the micrometer, microscopes and digital rulers. Assist with training new employees in quality and operating machinery for production.

Education

Licensed Practical Nursing in Nursing
Chippewa Valley Technical College - Eau Claire, WI
August 2014 to Present

High school diploma in Criminal and Business Law
Memorial High School - Eau Claire, WI
August 1996 to May 2001

Bachelor of Science in Accounting
University of Phoenix - Phoenix, AZ

Nursing Licenses

PN
Expires: April 2023

State: WI

Skills

- Microsoft office (10+ years)
- Care Giver (2 years)
- Home Care (2 years)
- Customer Service (10+ years)
- Customer Care
- Home Health
- Personal Care (2 years)
- Direct Care
- CNA
- LPN (Less than 1 year)
- LVN
- Staff Nurse
- Tube Feeding
- Quality Audits
- EMR Systems
- Order Entry
- Medication Administration
- Medical Records
- Vital Signs
- 5S
- Basic IV

- Computer literacy
- Patient Care
- English
- Patient monitoring
- Phlebotomy
- Phone etiquette

Certifications and Licenses

BLS for Healthcare Providers
July 2020 to July 2022

Basic Life Saving for Healthcare Providers. This includes basic CPR and use of a defibrillator on both adults and children.

Driver's License

Licensed Practical Nurse
June 2019 to April 2023

Licensed Practical Nurse- Licensed in the state of Wisconsin, also hold a mult-state license

CPR/First Aid

Compact State Nurse License

Assessments

Nursing Aide Skills — Proficient
February 2019

Measures a candidate's ability to provide nursing aid to patients using knowledge of relevant equipment and procedures.
Full results: [Proficient](#)

Electronic Medical Records Knowledge — Proficient
December 2018

Measures a candidate's knowledge of EMR data and associated privacy regulations, as well as best practices for EMR use.
Full results: [Proficient](#)

Customer Service Skills — Proficient
April 2020

Measures a candidate's skill in evaluating approaches to customer service & satisfaction.
Full results: [Proficient](#)

Nursing Skills: Clinical Judgment — Proficient
April 2020

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

Full results: [Proficient](#)

Medical Terminology — Highly Proficient
April 2020

Understanding and using medical terminology
Full results: [Highly Proficient](#)

Nursing Skills: Patient Focus & Orientation — Highly Proficient
April 2020

Addressing concerns and using sensitivity when responding to needs and feelings of patients
Full results: [Highly Proficient](#)

Electronic Medical Records: Best Practices — Highly Proficient
April 2020

Knowledge of EHR data, associated privacy regulations, and best practices for EHR use
Full results: [Highly Proficient](#)

First Aid — Proficient
April 2020

Treating common medical emergencies
Full results: [Proficient](#)

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

Groups

Wisconsin Nurse's Association
June 2019 to Present

Member of the Wisconsin Nurse's Association

American Nurses Association
March 2021 to Present