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| Diamond Harrison | 1725 Graham AveSaint Paul, MN 55116**651-274-8697****diamondharrison003@gmail.com** |
| EXPERIENCEHelping Hands Health Care Services, Saint Paul — *PCA*January 2019 - PRESENTAssist clients with ADLs in the comfort of home.Store runs for clients.Administration medications.Colostomy changing/ cleaning.Global Health LLC, Saint Paul, MN — *PCA*June 2018- January 2019Assist clients with ADLs in the comfort of home.Store runs for clients.Administration medications.Colostomy changing/ cleaning.Blue Cross Blue Shield MN, Eagan, MN — *Customer Care Advocate*September 2017- CURRENTAdvocate for members needing help with medical insurance.Taking inbound and out calls from members and to providers in regards to medical claims and benefits. Alorica, Mendota Heights, MN — *Pharmacy Technician Agent/ Subjects Matter Expert* August 2016- October 2017Approve prior authorization to medicare members. Inbound and outbound calls from Prescribers, Pharmacists and Members. Assist with questions and coach agents on the job process in the call center. Lead huddles with updated criteria.Take supervisor calls.EDUCATIONInver Hills Community College, Inver Grove Heights, MN — *Pre Nursing Student* January 2020 - CURRENTCompleting prerequisites to apply for MANE Nursing Program to obtain my ADN in nursing- transfer to a university to obtain BSN in nursing.Central High School, Saint Paul, MNSeptember 2011- June 2015Received high school diploma.  | SKILLS* Adaptability, critical thinking, multitasking, determination to learn new skills.

Certifications**Certified Nursing Assistant August 2019- ACTIVE****Basic Life Support (BLS) September 2019- ACTIVE** **Personal Care Assistant March 2014- ACTIVE**  |