

Amanda Vongphothong

Prior Lake, MN

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Authorized to work in the US for any employer

Work Experience

Nursing Assistant

Beehive Homes of Lakeville - Lakeville, MN

May 2021 to Present

Assist residents with ADLs

Incontinence care

Care for residents

Nurse Aid

Danbury Senior Living - Brunswick, OH

July 2020 to September 2020

- incontinence changes
- check residents
- shower/bath
- assist residents in daily activities

Customer Service Representative

Ritchie Engineering - Bloomington, MN

June 2018 to January 2019

- Order Entry
- Data Entry
- Customer Service
- Inbound/Outbound calls
- Emails

Data entry

DRC - Brooklyn Park, MN

February 2016 to June 2016

Reject keying data (alpha-numeric, numeric)

Enter correct data in computer software

Scan test booklets/machine operation

Machine Operator/Material Handler

Metro Mold & Design - Rogers, MN

August 2014 to May 2015

Run and operate plastic injection molding machines

Trim and inspect parts for packaging

Manager/Key holder/Customer Service

Wet Seal - Minnetonka, MN

2013 to 2014

Shipment and process clothes

- Cashier
- Assist customers (fitting rooms, sizing, etc;)
- Open and close registers
- Management paperwork

Customer Service/Data Entry

Stanley Security - Maple Grove, MN

2012 to 2013

Enter codes into security panels (10 key, alpha-numeric, numeric)

Direct support to technicians

Backlog information into computer software (SAP, 10 key, alpha-numeric, numeric)

Resident Assistant/Dining Server

ST. THERESE NURSING HOME - New Hope, MN

June 2006 to August 2011

- Assist residents
- Participate with residents in activities
- Coordinate activities
- Dining server (Dementia unit/Independent Care)
- Bussing and cleaning tables
- Assist residents with dining/eating

Education

GED

Minnesota Adult Basic Education

Present

Bachelor of Science in Nursing

Rasmussen College-Minnesota - Bloomington, MN

Present

Associate in Nursing

Hondros College - Independence, OH

July 2020 to September 2020

Skills

- Microsoft Office (5 years)
- Customer Service (8 years)
- Typing (8 years)
- 10-Key (9 years)

- alpha numeric (9 years)
- numeric (9 years)
- Data Entry
- Data Entry Operator
- Excel
- Word
- Call Center
- Customer Care
- Customer Support
- CSR
- Alzheimer's Care
- Business Management
- Dementia Care
- Machining
- Order Entry
- Plastics Injection Molding
- SAP
- Nursing
- Home Care
- Senior Care
- Memory Care
- Caregiving
- Hospice Care
- Vital signs (1 year)

Certifications and Licenses

CPR Certification

BLS for Healthcare Providers

Assessments

Customer Focus & Orientation — Highly Proficient

May 2020

Responding to customer situations with sensitivity

Full results: [Highly Proficient](#)

Typing — Highly Proficient

May 2020

Transcribing text using a standard keyboard

Full results: [Highly Proficient](#)

Administrative Support — Highly Proficient

August 2019

Using basic scheduling, attention to detail, and organizational skills in an office setting.

Full results: [Highly Proficient](#)

Typing — Highly Proficient

December 2019

Transcribing text using a standard keyboard

Full results: [Highly Proficient](#)

Nursing assistant skills — Highly Proficient

February 2021

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

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

Great computer skills (familiar with softwares), 55 WPM, excellent customer service skills, communication and organization skills. Very experienced in alphanumeric, numeric and 10 key.