**OBJECTIVE**

Seeking a position to utilize my professional attributes as well as health care skills in which extensive experience is required.

**SKILLS SUMMARY**

* Over 20 years of Home Health Aide and Nursing Assistant experience in a nursing home setting and private care.
* More than 10 years' successful experience in customer service and administrative support with recognized strengths in data entry and troubleshooting.
* Possess solid computer skills; excellent working knowledge using Microsoft Excel, Microsoft Word, Microsoft Publisher, creating reports in Falcon computer program, medical documentation in Matrix and MDS charting system.
* Team player acknowledged as "Total Quality Customer Service Professional” in position at Sertec Corporation.

**EMPLOYMENT HISTORY**

**Licensed Practical Nurse**

St. Paul’s Sr. Communities **1/2021-present**

Mercy Rehab & Care Center **6/2020-11/2020**

Swansea Rehab & Care Center **2/2020-6/2020**

* Plans and manages patient care according to each patient’s needs.
* Interview patients and records their medical history and physical condition.
* Obtains patient vital signs, including pulse, blood pressure, temperature, and respiration.
* Provides routine care for patients.
* Reviews medical charts.
* Assists physicians and registered nurses.
* Performs standard diagnostic procedures including EKG, phlebotomy, venipuncture, PFT, and Doppler.
* Prepares specimens for lab courier.
* Administers medications.
* Provides wound care.
* Prepares and administers injections and/or enemas.
* Monitor catheters.

Memorial Care Center Belleville, IL

**Patient Care Technician** 7**/2017-5/2018**

* Implement direct patient care under the supervision of the nurse, promoting patient and family centered care in a healing environment. Administers or assists patients with Activities of Daily Living (ADLs), performs vital signs, intake & output, fall and pressure ulcer prevention measures, urinary catheter care or point of care testing as requested.
* Collects clinical data and information on patients, and reports changes in patient status to the nurse.
* Assists nurse with patient and family education. Documents all patient care activities provided with correct medical terminology. Acts as 1:1 patient safety sitter, as necessary.
* Ensures availability of supplies and equipment to meet each patient's needs.

Catholic Eldercare on Main Minneapolis, MN

**Trained Medication Aide/Certified Nursing Assistant** **8/2015-4/2017**

* Prepare and administer oral, nasal, eye, ear, and topical medications in accordance with facility policies and procedures according to state regulations.
* Document medication pass completion using Matrix Medical Network.
* Assist residents with ADL’s.
* Chart comprehensive assessments in MDS charting system of each resident's functional capabilities.

 Home Instead Home Care Andover, MN

**Caregiver/Home Health Aide** **1/2015-8/2015**

* Assist clients in home with ADL’s.
* Provide medication reminders to elderly clients.
* Transport clients to and from medical appointments.

 Randstad Office & Admin Division ` Minneapolis, MN

**Administrative Assistant/Toro Warranty Dept. (contract)** **6/2013-11/2013**

* Assist dealers and distributors with online warranty claims.
* Provide administrative and clerical duties.

Sertec Corporation Atlanta, GA

**Inbound Customer Service Representative** **6/2007-2/2013**

* Provide customer retention and brand loyalty solutions.
* Document customer comments, complaints, and trending analyses.
* Data entry computer reports via crisis hotlines.
* Continuously employee of month, perfect attendance and quality performance award winner.

**EDUCATION**

Beck School of NursingBelleville, IL

* **Licensed Practical Nursing 1/2019-12/2019**

Concordia University St. Paul, MN

* **B.A. Healthcare Administration**  **6/2016-12/2017**

 Hennepin Technical College Brooklyn Park, MN

* **Certified Nursing Assistant/Trained Medication Aide** **1/2014-12/2014**

 Southwestern Collage Chula Vista, CA

* **A.S. Business Administration** **8/2005-12/2007**