

Nigeria Muhammad

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To obtain a full-time position that will allow me to utilize my education, knowledge, strong people skills, organizational and professional experience.

Work Experience

Proctor Place Endowment

Peoria, IL

November 2020 to Present

Licensed Practical Nurse - Retirement Home (LTC)

Provided overall care to assigned residents, in accordance with doctors' orders. Administered prescribed medication, treatment, and therapies to residents. Supervise the health care staff in the facility.

Licensed Practical Nurse - Pediatric Home Health Care Nurse

Aveanna Healthcare - Peoria, IL

December 2020 to September 2021

Executed the physician's prescribed plan of care for the patient and documented the care in an electronic medical record system. Administered prescribed medication, treatment, and therapies to the patient, according to the doctors' orders. Completed daily patient assessments. Encouraged health promotion and taught and trained the family members as well.

Eyefinity - Peoria, IL

March 2014 to January 2021

Provide full support of the Officemate, ExamWRITER, ReportWRITER, and Eyefinity EHR software to Optometrist and Ophthalmologist offices; analyze, reproduce, trouble-shoot, and resolve issues related to specific and general functionality of the Eyefinity software and its associated third-party integrations by working with management, development, quality assurance, and acquired in-depth knowledge of the Eyefinity products. Knowledge of Microsoft SQL as it pertains to Eyefinity Software and its Sql database(s).

Store Manager

ATS by Boost Mobile - Peoria, IL

February 2013 to March 2014

responsible for interviewing and hiring as well as training and certifying all new employees for any of the 4 cell phone store locations in the Peoria and Springfield, IL area, manage store inventory, handle all escalated store/employee/phone issues, and ensure store and employees are within compliance of all national audit requirements

Customer Service

AFFINA - Peoria, IL

August 2006 to January 2013

Mitchell:

Medical Bill Reviewer - Audit, review, evaluate, process, and approve Workman's Compensation claims for medical bills.

Sharp Lead Operator:

Assist CSR's with any questions they have on calls, taking escalated supervisor requested calls from customers, and processing escalated issues for the customers as it pertains to their Sharp branded electronics.

Sharp QA:

Monitored calls and provided coaching feedback to CSR's to ensure customers were provided with excellent customer service and accurate information in a courteous and professional manner, according to Sharp and AFFINA guidelines. Processed all forms of disciplinary actions for Supervisors to approve and submit to CSR's. Processed, submitted, and approved payroll.

Sharp Level 3 CSR:

Handled incoming and outgoing calls and emails from United States and Canadian customers for their Sharp brand electronics.

RealTime Assistant:

Maintained employee production time and schedule adjustments for all 5 of AFFINA's call centers.

AT&T CSR:

Handled incoming and outgoing calls for AT&T Sales and Service Department. Also processed sales orders for AT&T Door-2-Door representatives.

Jewelry Department Sales Representative

Wal-Mart Supercenter - East Peoria, IL

March 2006 to September 2006

Serviced potential jewelry buying customers in their selection process and sales transaction.

Customer Service Representative

AFNI - Peoria, IL

November 2004 to July 2005

Handled incoming and outgoing calls for Sprint residential phone service.

Office Manager

MedSurg Assoc. of Coatesville - Coatesville, PA

June 2003 to October 2004

Kept up with high speed challenge of a medical office by scheduling patient appointments, checking patients in and out of the office, maintaining patient files, answering phones, and processing insurance claims. Responsibilities also included overseeing day-to-day tasks of office employees.

Assistant Store Manager

Baytul Misk - Peoria, IL

October 2001 to November 2002

Managed store and employees from open to close, handled all packaging, shipping, ordering and receiving of products, website data-entry and management, new employee training, billing, and chemical make-up of products.

Administrative Assistant

Oskri Organics - Ixonia, WI

April 2000 to October 2001

Handled all secretarial work such as answering phones, filing, sending and retrieving emails, as well as managed the company's website, product orders, and product inventory, and trained new employees.

Education

GED

Illinois Central College - Peoria, IL

2003