

angelicia morales

Customer service representative, customer service, hostess, certified nursing assistant, house keeping,

Saint Joseph, MO 64504

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hard working, independent also works well as a team , quick learner, loves direction , i can also take charge

Authorized to work in the US for any employer

Work Experience

Production Worker

Daily's Premium Meats LLC - Saint Joseph, MO

May 2021 to Present

Im a productio worker I weigh bacon pack it in boxes stack those boxes

Stay at Home Mother

Stay At Home Mom/Wife - Saint Joseph, MO

November 2018 to Present

i am constantly working hard to make sure my son is learning, is fed, healthy and clothed.

CNA - Certified Nursing Assistant

RIVERSIDE PLACE - Saint Joseph, MO

August 2017 to May 2021

- Worked in a nursing facility
- Assisted 14-20 elderly, disabled, and hospice patients daily
- Provided for residents' and patients' physical and emotional needs
- Took vital signs regularly
- Cleaned rooms, bathrooms, hallways, and floors
- Assisted residents and patients with daily routines: feeding, bathing, dressing, grooming, walking, exercising, and ROM exercises
- Aided in lifting residents with hoyer when necessary
- Coordinated activities for residents and patients
- Recorded resident and patient care
- Assisted with wound care
- Performed post-mortem care, if needed

Housekeeper

Blue skys - Saint Joseph, MO

November 2016 to September 2017

i was responsible for the chores medicaid would pay for me to do because the client wasn't able to do so like dishes sweeping mopping dusting up high etc.

Hostess

Cracker Barrel - Saint Joseph, MO
February 2016 to June 2016

i was responsible for seating of customers and responsible for even rotation of customers to servers and to make sure any other given task i was asked to do

Seasonal Associate

Gordmans - Saint Joseph, MO
November 2015 to January 2016

Heavy lifting

customer service rep

usa800 - Saint Joseph, MO
July 2015 to November 2015

Responsibilities

i take calls and make sure the customers are happy and provide them with the correct information i have to manage there accounts and help them navigate our website

Accomplishments

i have to take a certain amount of calls and reach my goals every day

Skills Used

i have to be polite and helpful and have to calm the customers down when they are frustrated because of someone else that they talked to before me • Performed data entry for customer information, shipments, and orders

- Managed client records
- Provided policy and service information
- Assisted customers with a warm and professional attitude
- Answered general questions
- Answered calls from customers
- Resolved customer information and complaints
- Responded to claim inquiries
- Handled online orders and credit card transactions

Education

High school or equivalent

South park christian academy - Saint Joseph, MO
February 2017 to August 2018

Skills

- Certified Nursing Assistant
- Home Health
- Heavy Lifting
- Caregiving

- Nursing
- Vital Signs
- Cleaning Experience
- Problem-solving
- Team Work
- Reliability
- Account Management
- Patient Care
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- Patient Care

Certifications and Licenses

Certified Nursing Assistant (CNA)

CPR Certification