Flavio Cottrell

175 Stroebe Rd.

Appleton, WI 54914

06/25/2021

Dear Hiring Professional:

First, thank you for taking time out of your busy day to read through my resume. I have been a certified nursing assistant for almost 2 years, and it has been the best decision in my career thus far outside of being in the military. I have a passion for helping others, there is nothing more rewarding than being a health care professional.

I am very interested in applying for your company. Although I have only been a certified nursing assistant for a few years, I feel like my background in customer service and as a US veteran has prepared me to help others. I have had many experiences that has helped shaped me to be a better person, to help me grow, and develop a wider understanding of medical and psychiatric diseases. As a PCT at Winnebago Mental Health Hospital, I have learned more patience and compassion. I have enjoyed learning more about mental health, and that helping others will always be a passion of mine. Early in the start of my career, I have always aimed to provide the best customer service as I am able. I believe that helping those no matter what their situation will have a greater impact in the world. As a certified nursing assistant, I want to travel with your company to be able to help those in need, while fulfilling my need to see the world and learn/discover different cultures. I think travelling will help improve myself and I will one day, be able to fully understand the diversities in the world. With this passion for learning, I will be able to provide better patient care because educating yourself on other cultures expands your knowledge on beliefs and traditions otherwise unknown by others. Working for your company will give me the experience that I have always wanted in life, expand my knowledge, and provide more of an open mind when it comes to caring for my patients. Other than the need to expand my knowledge of different cultures to improve myself, I also will be able to spend more time with my children and help them grow and learn by teaching them what I have acquired during the travels with your company. I am a hard worker, that is willing to learn new processes, make an impact on others, improve a life for myself, and the life of my children.

I have enclosed my resume below, which also shows all my experience as a certified nursing assistant and all my customer service skills. I really look forward to hearing from your company, my number is (715) 966-0257. Thank you for your attention and your consideration.

Sincerely,

Flavio R. Cottrell

Resume Enclosed

Flavio Cottrell

175 Stroebe Rd.

Appleton WI 54914

(715) 966-0257 [flaviocottrell@yahoo.com](mailto:flaviocottrell@yahoo.com)

**Summary of Qualifications:**

* **Currently employed at Winnebago Mental Health Hospital**
* DGS Handyman Services
* Winona Food
* City Electric Supply
* Wow Logistics
* US ARMY
* Health Care provider CPR & First Aid certified
* CPM training
* Seclusion & Restraint Training

**Education:**

Winnebago Mental Health Institute (State of Wisconsin)

4030 Treffert Dr.

Winnebago, WI 54901

(920) 235-4910

* Certified Nursing Assistant (Licensed) -WI032222601253 Expires 12/31/2021

Fox Valley Technical College

1825 N. Bluemound Dr.

Appleton, WI 54912-2277

(920) 735-5600

September 2017- Fall 2018

* Interior Design – Major

University Of Wisconsin Oshkosh

800 Algoma Blvd

Oshkosh, WI 54901

(920) 424-1234

Fall 2012 to Fall 2013

* Photo Journalism – Major

Red Rock Community College

13300 W. 6th Ave

Lakewood, Colorado 80228

(303) 914-6600

Fall 2010 to Fall 2012

* Digital Photograph- Major

**Experience**

* Winnebago Mental Health Hospital (920) 235-4910

11/2019 – Present

* Certified nursing Assistant (Wisconsin) License
* Admission unit (Property Assessment & Inventory)
* **Record and maintain patient information, such as vital signs, eating habits, behavior, progress notes, treatments, or discharge plans**
* **Complete physical checks and monitor patients to detect unusual or harmful behavior and report observations to professional staff**
* **Restrain or aid patients as necessary to prevent injury**
* **CPM Certified**
* **CPR & First Aid Certified.**
* **Serve meals & assist with meals to patients unable to consume food themselves.**
* **Provide observed information to psychiatrist, psychiatric nurses or social workers to ensure proper care of patients**
* **Clean/disinfect rooms to maintain a safe environment**
* **Provide ADL’s as needed to ensure physical health**
* Cerner Computer system- Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form
* **DGS Handyman Services (920) 659-0878**

**05/2018-11/2019**

* **General construction and Landscaping**
* **Painting – Interior/Exterior**
* **Pressure Washing**
* **Fence Repairs**
* **Roofing/Roof Repairs**
* **Drywall instillation and repair**
* **Customer Service Care**
* **Tile/flooring repair**
* **Winterizing**
* **Lawn Care**
* **Winona Food (920) 662-2184**

**07/2016-07/2017**

* **Order Specialist (Build pallets for customer orders/products- ensure accuracy of orders before dispensing to customer)**
* **Lead Oversite- Oversite of co-workers to ensure accuracy of other orders**
* **Maintaining safe work environment by following OSHA guidelines**
* **Oversite on package labeling to ensure proper delivery that provide good customer service and care of products.**
* **Verify pallets/products in specific special locations to ensure proper shipping/handling of products.**
* **City Electric Supply (608) 828-5916**

**04/2015-05/2016**

* **Truck Delivery- Delivery of products to businesses, consumer homes, & job locations**
* **Loading specialist- Oversite and labor of loading trucks to ensure proper product and location**
* **Warehouse specialist**
* **Providing routine maintenance of delivery truck, to ensure safe and efficient delivery**
* **Ensure accountability of products, including inventory and return products to decrease company cost and create increased revenue for company**
* **Loading/unloading product and proper placement of product in warehouse to ensure efficiency of inventory to keep a smooth transition from shelf to customer**
* **Proper documentation of customer complaints, requests, and specific instructions to provide the highest of customer service care.**
* **Development of delivery routes to ensure high efficient and safe delivery of products to customers (To develop important customer/business relationship)**
* **Organizational skills to increase productivity and perform other duties in warehouse**
* **Wow Logistics (800) 354-0928**
* **Ensure and maintain proper OSHA regulations**
* **Product/Order Picking**
* **Stacking pallets with specific customer orders to ensure efficiency and customer satisfaction**
* **Quality Assurance – Providing proper label and shipping requirements per customer order**
* **Maintain a safe and clean working environment**
* **United States Army**

**Service Dates 07/2003-07/2010**

* **Field Artillery**
* **Cannon Crew Member**
* **Provided proper care to inmates, under standards of US ARMY**
* **Two tours during employment with US ARMY**

**References**

* **Randy Benson 1 (608) 509-5786, US ARMY**
* **Tyler Kushel 1 (702) 202-1642, US ARMY**
* **Nicole Verstoppen 1 (920) 637-1006, Winnebago Mental Health Hospital**

**Accomplishments**

* **Graduating basic training**
* **Being apart of the US ARMY- serving my country to ensure a better life for my children and ensuring a safe place for all to live in**
* **Attending college to learn different aspects of art and the appreciation for how even the most unwanted or undesired things of the world, still hold their own beauty.**
* **Learning more about psychiatric patients and how different approaches in more critical situations can have a greater impact on the outcome of the situation.**
* **Learning, testing, and obtaining my Certified Nursing Assistant License through the state of Wisconsin.**
* **CPR & First Aid Certified (Infant, Child, Adolescent, & Adult)**

**Thank you again for taking the time to read over my resume and cover letter. I really look forward to hearing from your company. Again, my number is (715)966-0257. Please do not hesitate to call with any questions regarding the information given.**

**Flavio Cottrell**

175 Stroebe Rd.

Appleton WI 54914

(715) 966-0257

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