

Ayanna Walton

Caregiver care manager CNA

St. Louis, MO 63104

mrsbonnie1003@gmail.com

3145851803

I've just COMPLETED CNA CLASSES AND NOW CERTIFIED 06/20/2021 I will soon be on the registry 4-6 weeks

Work Experience

Sunrise Senior Living

Sunrise - St. Louis, MO

June 2019 to Present

1. Care managers are responsible for a certain amount of residence and give total care,
2. Feeding
3. Dressing
4. Bathing
5. Taking temps
6. Grooming
7. Assisting with walking,
8. Assisting with mobility
9. Assisting with Transfer
10. Washing residence clothes
11. Charting real time
12. Serving dinner and doing chores
13. Call family member for residents needs like clothes shoes etc
- 14.

Caregiver-L1MA

Dolan Memory Care Homes - St. Louis, MO

February 2017 to April 2020

1. Assist with making meals(3)
 2. Wash laundry
 3. Mop floors
 4. Pass meds
 5. Assist with toiling
 6. Restroom care
 7. Fun activities
 8. Snack prep/distro
 9. Get residents ready for bed
 10. Med counts and delivery
- Assisted patients and residents with Activities of Daily Living (ADLS)

Call Center Representative

Convergys

April 2018 to December 2019

My job was to manage accounts for stubs members. Add points to accounts, unlock them, add information and extend memberships, issued refunds or cancelled accounts. I was taught to logon to several different systems to accommodate customers.

Agent/Customer Service

My job is to answer calls efficiently and accurately giving help with every function such as enrolling guest into memberships suitable for them, Also unlocking and updating accounts upon request. I was qualified to issue refunds and help with any confusion on the account as well as adding points and sending new promotions.

Education

High school diploma or GED

Additional Information

Skills

- Account Management
- Microsoft Office, Microsoft word, excel word