

# Chelshea Fletcher

St. Louis, MO 63136

[chelsheafletcher2\\_xjo@indeedemail.com](mailto:chelsheafletcher2_xjo@indeedemail.com)

+1 314 240 9900

Hardworking, and energetic responsible emerging professional.

## Work Experience

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### **Certified Medication Aide**

McClay Senior Care

October 2020 to Present

- Deliver routine daily medications, either prescription or non-prescription, to patients.
- Coordinate with different nurses to assist with patient care and medications.
- Follow written or verbal instructions on how to manage medications.
- Record medication dosages and time

### **Payment Processor**

BJC Home Care Services - Overland, MO

January 2015 to September 2020

- Completed day-to-day financial transactions, including handling [Number] employee payroll.
- Maintained accounts receivable documentation electronically and on paper.
- Processed customer payments and set up payment plans.
- Verified, allocated and posted transactions in journals and computerized systems from documents such as invoices, receipts and reports.
- Managed weekly inventory and supply tracking, noting items requiring reorder.

### **Customer Service Representative**

Commerce Bank - Bridgeton, MO

November 2013 to January 2015

- Resolve customer complaints via phone, email, mail
- Use telephones to reach out to customers and verify account information.
- Greet customers warmly and ascertain problem or reason for calling.
- Cancel or upgrade account
- Complete day to day transactions

### **Certified Nursing Assistant**

Saint Louis University Hospital - St. Louis, MO

June 2010 to July 2012

- Documented patient intake and dietary requirements and assisted with feeding.

- Collected specimens, monitored vitals and maximized patient comfort.
- Cleaned and sanitized rooms and equipment using aseptic technique to prevent infection and cross-contamination.
- Assisted patients with shaving, bathing and oral hygiene to promote healthy habits and overall wellness.
- Exhibited compassionate care and communication regarding issues surrounding death and dying.

## Education

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### **High school diploma or GED**

## Skills

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- Contract negotiation and closing tactics  
Web technologies and services
- Project management
- Primary Care Experience
- EMR Systems
- Laboratory Experience
- Patient Care

## Certifications and Licenses

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### **CNA**

### **CPR Certification**

### **Medication Administration 1**

October 2020

### **Certified Medication Aide**