

Kelly Williams

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Work Experience

LVN

MINUTE CLINIC - Garland, TX

January 2021 to August 2021

Responsible for checking patients in, verifying insurance information, checking vitals, documentation, running tests such as strep, covid etc and assisting provider with pelvic exams, pregnancy tests.

LVN

KidsCare Home Health

May 2020 to August 2020

Responsible for driving to patient's house each shift. Monitoring vitals, administering medication, patient care.

LVN Charge Nurse

Carrollton Health and Rehabilitation

May 2020 to July 2020

Charge nurse. Responsible for providing patient care. Checking vitals, glucose readings, administering medications via g- tube, picc line, orally one however the medication needs to be administered. Also responsible for charting as well as ensuring all duties have been met prior to end of shift.

Center Medical Specialist

Grifols - Carrollton, TX

September 2019 to March 2020

Assessing donors, head to toe physicals. Assisting on the floor with discharges and set ups when needed.

Collections Specialist

Capital One Auto Finance - Plano, TX

May 2018 to September 2019

- Recorded information about customers' financial status and collections status efforts
- Located and monitored overdue accounts using billing system to begin collections process
- Overcame objections by applying advanced training and persuasion techniques
- Received payment and ensured proper posting to appropriate customers accounts
- Determined impact of proposed solutions for delinquent clients, discussed options and determined proper payment arrangements to bring account current
- Maintained consistent high performance by establishing solid record of achieving or exceeding objectives through use of negotiation and persuasion
- Managed manual and automatically dialed outbound calls in call center environment
- Processed payments over phone and set up recurring drafts
- Notified customers of delinquent accounts with attempt to collect outstanding amounts

Quality Assurance Technician

Quiktrip - Grand Prairie, TX

September 2017 to March 2018

- Used specialized tools to take precise measurements of various aspects of samples
- Adhered to all safety protocols to minimize equipment damage and avoid injuries
- Completed and signed off on repair and maintenance documentation for submission to supervisor
- Responsible for taking apart all the machinery, inspecting, cleaning, and putting back together in a timely manner
- Documenting all work done on computer to ensure completed properly

Assistant Manager

Quiktrip - Euless, TX

February 2013 to September 2017

- Maintained positive work ethic and commitment to providing excellent service to improve operations efficiency and customer satisfaction
- Enforced company policies and procedures to strengthen operational standards across departments
- Provided leadership and direction for employees, supervising activities to drive productivity and efficiency
- Completed inventory audits to identify losses and project future demands
- Delegated daily tasks to team members to optimize team productivity

Clerk

Quiktrip - Euless, TX

May 2012 to February 2013

- Maximized customer satisfaction by assisting customers complete purchases, and locate items
- Learned roles of other departments to provide coverage and keep store operational
- Maintained flexibility to work varied schedule, including nights and weekends
- Greeted incoming customers and provided personable and knowledgeable service
- Presented friendly and positive attitude while communicating clearly with customers and colleagues
- Consistently put customers first by handling needs with sense of urgency and compassion
- Responsible for keeping store clean by sweeping, mopping, as well as completing daily tasks assigned by the manager

Education

College Degree in LVN

Fortis College - Grand Prairie, TX

January 2016

High school diploma

Little Elm High School - Little Elm, TX

August 2007 to December 2010

Skills

- Senior care

- Medication administration
- Microsoft Office
- Inventory control
- Experience administering injections
- Tube feeding
- Vital Signs
- Nursing
- Triage
- Home Care

Certifications and Licenses

**PN Expires: November 2020 State: TX BLS/CPR August 2019 to August 2021
Basic life support and CPR LVN ADDITIONAL INFORMATION**