**Heather Keding**

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**EDUCATION**

**Kishwaukee College, Malta, IL**

**Associates of Nursing Spring 2016 - Present**

Associates of Applied Science: General Spring 2010 - **Present**

Phlebotomy Technician ASCP Certification Training February 2014 – June 2014

**SKILL HIGHLIGHTS**

* Ability standing for long time periods
* Strong math and language skills
* Delivers exceptional customer service
* Engaging personality
* Excellent multi-tasker
* Reliable and punctual
* **High- Fatality Simulation**
* Problem resolution ability
* Enthusiastic care giver
* Patient/family focused
* **CPR certified:Sep 2017**
* Neat, clean and professional appearance
* **Phlebotomy Certified: June 2014**

**PROFESSIONAL EXPERIENCE**

**MVP’s Sports Club, Sycamore IL March 2014 - Present**

Bartender/Waitress

* Took necessary steps to meet customer needs and effectively resolve food or service issues
* Recorded customer orders and repeated them back in a clear, understandable manner
* Correctly received orders, processed payments and responded appropriately to guest concerns
* Resolved guest complaints promptly and professionally
* Carefully maintained sanitation, health and safety standards in all work areas
* Frequently washed and sanitized hands, food and drink areas
* Maintained a neat, well groomed appearance including impeccable personal hygiene, hair restraint and minimal jewelry that met company standards
* Followed all established restaurant practices and procedures

**Kishwaukee Community Hospital, Dekalb IL November 2014 - March 2015**

Phlebotomist

* Took initiative to find extra tasks when scheduled duties were completed.
* Worked well with teammates and openly invited coaching from the management team.
* Maintained a neat, well groomed appearance including impeccable personal hygiene, hair restraint and minimal jewelry that met company standards.
* Carefully maintained sanitation, health and safety standards in all work areas.
* Quickly and efficiently processed all lab work that went to and from the lab.
* Communicated clearly and positively with co-workers and management.
* Practiced safe collection of specimens with correct patient identifiers.
* Maintained a neat, sanitized and organized work cart.

**HONORS AND ACTIVITIES**

**Student Nurses Organization January 2015 – December 2017**

**Academy of Medical-Surgical Nurses August 2017 - Present**