

Natasha Jackson

Dedicated worker

St. Louis, MO

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Very hard dedicated loyal independent person that strive to do the best at any job position I have.

Authorized to work in the US for any employer

Work Experience

C.P.A.'s/med level one

Dolan Memory Care Homes - Creve Coeur, MO

November 2018 to Present

Working with resident who have dementia. Cleaning rooms participate in activities, cooking making sure their dry through out the day etc.

CNA - Certified Nursing Assistant

Dolan Memory Care Homes - Creve Coeur, MO

November 2018 to Present

Responsible for

Grooming

Bathing

Dressing

Feeding

Activities

And making sure resident is comfortable and secure in all ways

Customer Service Associate

Convergys - Saint Louis County, MO

September 2016 to February 2017

1. Respond to and resolve product or service problems that customers are experiencing.
2. Meet individual metrics for case volume, availability, and customer satisfaction.
3. Work effectively across a variety of communication channels: in-person, phone, email, live-chat, social media, etc.
4. Attract and retain customers by answering questions and providing suggestions that lead to short- and long-term success.
5. Delight customers during every service interaction.
6. Maintain customer records and refer potential leads to the sales department.
7. Collect and analyze feedback after completing customer inquiries.

Education

High school or equivalent in General studies

Rockwood Summit Sr. High School - Saint Louis County, MO

May 1994 to May 1998

Skills

- Caregiver (8 years)
- Personal care (8 years)
- Call Center (4 years)
- Customer Care (4 years)
- Customer Service (5 years)
- Alzheimer's Care (3 years)
- Dementia Care (3 years)
- Laundry (6 years)
- Meal Preparation (9 years)
- Memory Care (3 years)
- Patient Care (10+ years)
- Personal Assistant Experience (6 years)
- Senior Care (6 years)
- Home Care (8 years)
- Vital Signs (3 years)
- Cleaning Experience (7 years)
- Hospice Care (3 years)
- English
- Caregiving (8 years)
- Hospital Experience
- Nursing
- Phlebotomy
- Teaching
- Medication Administration (3 years)

Languages

- English - Beginner

Certifications and Licenses

Med level one certificate

January 2018 to January 2021

CPR Certification

CPR Certification

First Aid Certification

CNA

June 2021 to July 2021

Assessments

Attention to Detail — Completed

March 2020

Identifying differences in materials, following instructions, and detecting details among distracting information.

Full results: [Completed](#)

Receptionist — Completed

December 2019

Evaluates the knowledge and skills essential to receptionist jobs.

Full results: [Completed](#)

Customer Focus & Orientation — Proficient

August 2019

Responding to customer situations with sensitivity.

Full results: [Proficient](#)

Call Center Customer Service — Completed

March 2020

Applying customer service skills in a call center setting.

Full results: [Completed](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.