

A'lyssa Smith

Minneapolis, MN 55412

alyssasmith5453_s4q@indeedemail.com

+1 612 272 9948

Dedicated and reliable Personal Care Worker with a 5 year + record of healthcare experience and Customer Service Representative with 3 years worth of experience. I have a strong attention to detail, adept multitasker able to address a wide variety of patient concerns with courtesy and professionalism. Skilled in handling difficult and tense interpersonal situations efficiently and safely. Very open to new job opportunities and job settings as well.

#readytowork

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Caregiver/Personal Assistant

Lifework Inc - Eagan, MN

March 2013 to Present

- Administer personal care, such as ambulation or personal hygiene assistance.
- Prepare and maintain records of client progress and services performed, reporting changes in client condition to manager or supervisor.
- Perform housekeeping duties, such as cooking, cleaning, washing clothes or dishes, or running errands.
- Care for individuals or families during periods of in capitation, family disruption, or convalescence, providing companionship, personal care, or help in adjusting to new lifestyles.
- Plan, shop for, or prepare nutritious meals or assist families in planning, shopping for, or preparing nutritious meals.
- Transport clients to locations outside the home, such as to physicians' offices or on outings, using a motor vehicle.
- On call position

DSP (Direct Support Professional)

Dungarvin - Mendota Heights, MN

March 2018 to January 2021

- Housekeeping duties
- medication prep and administered medication.
- Obey HIPAA law
- Providing patient care to mentally disabled patients.
- Assist patient with their daily living needs.

Nursing Assistant

Rose of Sharon a Villa Center - Roseville, MN

March 2019 to May 2020

Helped patients move in and out of beds, baths, wheelchairs and automobiles.

Maintained a clean, healthy and safe environment.
Assisted with patient transfer and ambulation.
Followed safe lifting techniques and individual resident lifting instructions.
Assisted in cleansing enemas, catheterization and bladder irrigations.
Assisted nurses with wound care for pressure ulcers, bed sores, and surgical site wounds.
Cared for clients with diagnoses such as respiratory failure, diabetes, Parkinson's disease, and muscular dystrophy.
Documents objective data and routine aspects of patient care.
Reported any unusual circumstances in the patients' condition or environment.
Collects patient specimens and data, including vital signs, input/output and other delegated measurements.
Helped residents programming goals and increase their independence.
Answered call lights and aided in patient comfort and safety by adjusting beds, lights, bed rails, pillows, patients' clothing and bedside tables/equipment.
Performed direct patient care aimed at increasing comfort, psycho, social and spiritual well-being by providing assistance with personal hygiene, physical comfort, nutrition, elimination, prevention of skin breakdown, rehabilitation and safety.

Customer Service Representative

Time Communications - Roseville, MN

August 2018 to December 2018

- 3rd party answering service for numerous of clients
- Open and maintain customer accounts by recording account information
- Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
- Manage large amounts of incoming calls
- Follow communication procedures, guidelines and policies
- about 40-70 calls per shift

Resident Assistant

White Pine Senior Living - Blaine, MN

August 2017 to December 2017

- Prepared resident refreshments and food trays on a regular basis.
- Cleaned and straightened resident living spaces on a weekly basis.
- Assisted residents with eating bathing dressing and other daily tasks.
- Maintained and updated individual resident records and documents.
- Administered medication and give medication reminders

Direct Support

MDM Rubicon Inc - Saint Paul, MN

May 2016 to August 2017

- Working knowledge of all resident files including medical, central, programming, goal plans, support Supports, etc
- Provide support and guidance to residents for their emotional, social and intellectual growth
- housekeeping duties and meal prep
- transport clients in company motors vehicle
- Administer medication

Direct Support Professional

Options Residential, Inc. - Burnsville, MN

October 2015 to January 2016

Administer bedside or personal care, such as ambulation or personal hygiene assistance.

Prepare and maintain records of client progress and services performed, reporting changes in client condition to manager or supervisor.

Perform housekeeping duties, such as cooking, cleaning, washing clothes or dishes, or running errands.

Perform healthcare-related tasks, such as monitoring vital signs and medication, under the direction of registered nurses or physiotherapists.

Plan, shop for, or prepare nutritious meals or assist families in planning, shopping for, or preparing nutritious meals.

Transport clients to locations outside the home, such as to physicians' offices or on outings, using a motor vehicle.

Provide clients with communication assistance, typing their correspondence or obtaining information for them.

Warehouse Crew

MPX Grouping - Golden Valley, MN

September 2013 to April 2015

Pack and unpack items to be stocked on shelves in stockrooms, warehouses, or storage yards.

Store items in an orderly and accessible manner in warehouses, tool rooms, supply rooms, or other areas.

Mark stock items using identification tags, stamps, electric marking tools, or other labeling equipment.

Clean and maintain supplies, tools, equipment, and storage areas in order to ensure compliance with safety regulations.

Sales Associate

Dollar Tree - Roseville, MN

October 2013 to December 2014

Roseville, MN

Sales Associates Oct 2013 - Dec 2014

Greet customers and ascertain what each customer wants or needs.

Describe merchandise and explain use, operation, and care of merchandise to customers.

Recommend, select, and help locate or obtain merchandise based on customer needs and desires.

Compute sales prices, total purchases and receive and process cash or credit payment.

Answer questions regarding the store and its merchandise.

Maintain knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices.

Demonstrate use or operation of merchandise.

Place special orders or call other stores to find desired items.

Ticket, arrange and display merchandise to promote sales.

Exchange merchandise for customers and accept returns.

Clean shelves, counters, and tables.

Customer Service Representative

Viking Magazine - Burnsville, MN

May 2012 to December 2012

- Open and maintain customer accounts by recording account information

- Inbound and outbound calls
- Follow communication procedures, guidelines and policies
- Sell magazine to customers

Education

Diploma in Nursing Assistant

Century College - Maplewood, MN

April 2019 to May 2019

High school or equivalent

ABC Metro Heights - Columbia Heights, MN

2009 to 2012

Skills

- Customer Service (3 years)
- Home Care
- CNA
- HHA
- Certified Nursing Assistant
- Home Health
- Medical Records
- Meal Preparation
- Medication Administration
- Vital Signs
- Patient Care
- Nursing
- Hospital Experience
- Personal Assistant Experience
- EMR Systems
- Nursing

Certifications and Licenses

PCA

March 2012 to Present

CNA/HHA

May 2019 to April 2021

- MN state Certified

First Aid CPR AED

December 2019 to December 2021
given by American Heart Association

BLS/CPR

October 2019 to October 2021

Assessments

Reliability — Highly Proficient

June 2019

Measures a candidate's tendency to be dependable and come to work.

Full results: [Highly Proficient](#)

Reliability — Proficient

June 2019

Tendency to be dependable and come to work

Full results: [Proficient](#)

First Aid Skills — Familiar

May 2019

Measures a candidate's ability to identify treatments for common medical emergencies.

Full results: [Familiar](#)

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