

Fiona Brown

CUSTOMER SERVICE / CNA

Dallas, TX 75229

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+1 469 418 9030

A highly motivated individual seeking an opportunity with a company that I can gain experience and have an opportunity to advance and grow within the company. A hard worker willing to go above and beyond to accomplish the task at hand. Strives to maintain a positive attitude in the workplace as well as enforcing punctuality, people skills and perseverance. Works great with others, but yet self-motivated. Seeking a professional opportunity that allows one to utilize these skills in a suited environment.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

CNA - Certified Nursing Assistant

Brookdale - Houston, TX

May 2018 to Present

Prn patient assistance.

Assist patients with daily care and ADL.

Assist with feeding, bathing and being toileted

Retail Associate

Mers Goodwill - Chesterfield, MO

October 2013 to August 2014

Assist customers with items in the store

-Process donations

-Check customers out

-Except donations Greet customers

-Clean store floor Answer customer questions as needed Objective

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- Bring cashier drawers to the proper register
- Count the safe
- And assign drawers to proper cashier
- Clean objectiveness

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Collection Agent

Verizon

October 2011 to October 2011

Advise customers of their outstanding balance

- Provide customer with workout option.
- Collect on the debt

Loss Mitigation Collecting Agent

Wells Fargo Home Mortgage - Earth City, MO

February 2010 to August 2010

Making outbound/inbound phone calls

- Saving properties
- Negotiating
- Customer Service

Wireless Customer (AT&T) Service Representative

AT&T - St. Louis, MO

June 2009 to January 2010

Take inbound calls for AT&T Wireless accounts

- Troubleshooting
- Resolving issues
- Decide if equipment need to replaced
- Shipping to replace equipment
- Research and review warranties for coverage and deductibles

JCP Inc., St. Louis, MO

Cook, Cashier, Stocker, Janitorial, Administrative Asst.

- Prepare meals for special events and programs
- Clean after each event (mop, wash dishes, take out trash)
- Stock pantry for semi-monthly food giveaway
- Assist in sign in forms, log sheets and applications being duplicated, filled out & filed

Nanny

Nanny - St. Louis, MO

April 2006 to May 2009

Child Care Provider (Children ages 7 mo., 2 yrs., 4yrs)

- Prepare food
- Clean home and laundry
- Prepare learning activities
- Plan fun activities

Education

High school in General Studies

St. Louis - St. Louis, MO

2005 to 2009

Skills

- CNA
- Home Health
- HHA
- Certified Nursing Assistant
- Cna Certified
- Nannying
- Babysitting
- Senior Care
- Commercial Cleaning
- Childcare
- Nursing
- Cooking
- Alzheimer's Care
- Laundry
- Meal Preparation
- Classroom Management
- Customer service

- English

Certifications and Licenses

Certified Nursing Assistant (CNA)

CPR

driver's license

Assessments

Middle School Classroom Management — Familiar

January 2020

Minimizing classroom disruption and engaging students

Full results: [Familiar](#)

Medical Terminology — Completed

May 2019

Understanding and using medical terminology

Full results: [Completed](#)

Nursing Aide Skills — Completed

January 2020

Providing nursing aid to patients using knowledge of relevant equipment and procedures.

Full results: [Completed](#)

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