# Bethany Bertelsen

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## Work Experience

### CNA - Certified Nursing Assistant
Lifesprk - Carver, MN
August 2021 to Present

- Helping with daily activities such as exercising and walking with residents
- Memory care/dementia experience
- Checked vital signs
- Provided individualized and friendly care for residents
- Assisted residents with basic activities of daily living
- Scheduled resident activities
- Communicated details about resident's condition to the nurse in charge
- Administered residents' medication

### Customer Service Representative
Iron Rock Off Road - Shakopee, MN
January 2019 to Present

- Processed customer transactions
- Assisted customers with questions
- Handled billing issues and order inquiries
- Assisted customers with a warm and professional attitude
- Data entry

### Special Education Paraprofessional
SouthWest Metro Educational Cooperative - Chaska, MN
September 2014 to Present

I have worked in a 1-on-1 ASD/DCD setting as special education paraprofessional for a year, I also worked in a EBD program for a school year as well, I organized "fun fridays" as well as ran a art group 2 days a week. I have 12 hour CPI as well as restrictive procedures and applied physical certifications.

### Resident Assistant
Ebenezer - Chanhassen, MN
November 2019 to May 2021

- Assisting with daily ADLs i.e. bathing, feeding, and toileting, as well as med administration.
- Helping with daily activities such as exercising and walking with residents.
- Support nursing staff in extra tasks.
- Memory care/dementia experience

### Assistant Preschool Teacher
Praise The Children - Jordan, MN

March 2015 to August 2015

Afternoon preschool teacher
Planned weekly units, such as weekly science and reading units
Did art groups and morning groups as well

### Resource Specialist

Cenneidigh Inc. - Eagan, MN
October 2013 to July 2014

Working with homeless and assisting with housing resources to improve their lives.
Helping clients with goals and improving their own independence as well as maintaining their own independence.

### ILS Specialist

Rudolph Community and Care - Savage, MN
January 2013 to October 2013

Assisting consumers meet personal goals i.e. nutritional, budgeting, and cleaning skills
* Helping supervisors and other team members with paperwork they may have
* Helped with direct support in times of need

### Nursing Assistant

Victoria Care Center - Victoria, MN
August 2011 to August 2012

Assisting with daily ADLs i.e. bathing, feeding, and toileting
* Cooking and cleaning resident's areas
* Assisting with daily activities such as exercising and walking with residents

### Customer Service/ Sales

Group Medical Supply - Plymouth, MN
February 2011 to August 2011

Handled customer service questions and placing orders over the phone
* Assisted with data entry
* Shipping and Receiving

## Education

### Associate's in Nursing

Rasmussen College-Minnesota - Eagan, MN
October 2021 to Present

## Skills

- Memory Care
- Dementia Care
- Autism Experience
- Special Education

## Certifications and Licenses

**CNA**

## Assessments

### Customer focus & orientation — Highly Proficient
March 2021

Responding to customer situations with sensitivity
Full results: [Highly Proficient](#)

### Written communication — Highly Proficient
March 2021

Measures a candidate's ability to convey written information using proper grammar rules.
Full results: [Highly Proficient](#)

### Verbal communication — Proficient
March 2021

Speaking clearly, correctly, and concisely
Full results: [Proficient](#)

### Administrative assistant/receptionist — Proficient
August 2021

Using basic scheduling and organizational skills in an office setting
Full results: [Proficient](#)

### Principles of accounting — Familiar
September 2021

Preparing financial records according to federal policies
Full results: [Familiar](#)

### Advanced bookkeeping — Completed
September 2021

Calculating and determining the accuracy of financial data
Full results: [Completed](#)

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