

# Tinisha Hardwriet

St. Louis, MO 63137

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+1 314 709 6571

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### **Certified Nursing Assistant**

Normandy Nursing Center - St. Louis, MO

October 2020 to Present

- Respond to emergency calls, resident/visitor's requests and correct environment hazards in a timely, appropriate and safe manner
- Document and report care provided and resident observations including unusual or significant changes in physical, mental or behavioral conditions
- Obtain/perform vital signs and heights and weights

### **CNA - Certified Nursing Assistant**

McKnight Place Extended Care - St. Louis, MO

Present

- Provide ADLS as assigned with in the scope of practice
- Maintain accurate, complete and confidential care records, according to established procedure and charts
- Works cooperatively with others as part of a team; recognizes the importance of group goals

### **Certified Nursing Assistant**

Delmar Gardens - St. Louis, MO

April 2020 to September 2020

- Provide ADLS as assigned with in the scope of practice
- Maintain accurate, complete and confidential care records, according to established procedure and charts
- Works cooperatively with others as part of a team; recognizes the importance of group goals

### **Cashier/Customer Service**

Philips 66 - St. Louis, MO

February 2020 to September 2020

- Greet and welcome customers to the store
- Operating computerized cash register.
- Verify age as 21 and older before selling tobacco and liquor products
- Ring out merchandise, and ensuring correct payment is completed, via credit, debit, EBT or cash
- Ensure correct change is returned to customer for cash transactions
- Bag merchandise for customers

- Stock shelves and front face items hourly
- Stock cooler completely at every visit, ensuring sold items are re-stocked for smooth operations and complete cooler log hourly
- Clean and maintain fountain, coffee and food area hourly
- Clean lot and review every 3 hours during shift
- Clean pumps and wipe down every other shift
- Suggestive selling of merchandise and assisting customers to locate merchandise
- Accurate and effective completion of shift paper work and maintaining drawer to not be more that \$3 short or \$3 over and report any inconsistencies
- Clean rest rooms daily and check every 3 hours, clean deli equipment, dust shelves daily, dust merchandise daily, clean windows and doors every other shift, empty trash cans every 4 hours unless its less than 30% full, sweep and mop as needed
- Use of fire extinguisher and other safety equipment
- Deter and detect shoplifters
- Check in vendors and ensure merchandise is delivered complete
- Listening and handling customer complaints
- Advise store manager and management of any situations or policy violations having an adverse effect on team members and store operating performance
- Answer and screen telephone calls properly
- Clean gas pumps; fill water/cleaning solution buckets on islands

## **Janitor**

The Cleaning Company - St. Louis, MO  
July 2016 to January 2018

- Collecting and disposing of trash and waste products by taking to appropriate compactor
- Cleans, disinfects bathrooms, sanitizes telephones, washes desks, cleans lobbies/services area
- Operated mechanical floor cleaners, vacuums and utilizes mop buckets, wringers, etc
- Mops, buffs and maintains all floors and dusts/vacuums work areas and offices
- Worked with cleaning chemicals and understands safety data sheets for those chemicals
- Washed interior and exterior windows

## **Call Center Representative**

GC Services - Saint Charles, MO  
June 2015 to April 2016

- Provide outstanding customer service collections
- Represent many of the Top Banks and financial services companies
- Motivate and guide customers through the collections process
- Educate customers on available payment options
- Discuss sensitive financial situations
- Perform data entry on customer accounts in collections
- Establish rapport with customers while providing outstanding customer service
- Provide positive collections experience for customers

## **Crew Member**

Burger King - St. Louis, MO  
April 2011 to June 2014

Work with sales teams to understand details of the menu, food preparation activities, and service standards

Examined the cleanliness of the venue, such as the condition of the bathrooms, prior to a function.  
Ensured that elements of a venue are ready before guests arrive, including the dining tables, bar, food, and beverages  
Worked with guests and respond to questions, complaints, or comments that may arise.  
Reviewed the charges incurred and collect payment

### **Team Member**

Rally's - St. Louis, MO

January 2009 to March 2011

Work with sales teams to understand details of the menu, food preparation activities, and service standards

Examined the cleanliness of the venue, such as the condition of the bathrooms, prior to a function.

Ensured that elements of a venue are ready before guests arrive, including the dining tables, bar, food, and beverages.

Worked with guests and respond to questions, complaints, or comments that may arise.

Reviewed the charges incurred and collect payment

## Education

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### **High school**

### Skills

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- Janitorial
- Clean (3 years)
- Waxing
- Custodial
- Buffing
- Cleaning
- Cash Handling
- Housekeeping
- Customer Service
- Food Preparation
- Laundry
- Commercial Cleaning
- Cooking
- Food Preparation
- Laundry
- Heavy Lifting
- Warehouse Experience
- Home Care
- Vital Signs
- Caregiving

- Senior Care
- Patient Care
- Meal Preparation
- Nursing
- Alzheimer's Care
- Load & Unload
- Dementia Care
- Memory Care
- Hospice Care
- Hoyer Lift
- Sales

## Certifications and Licenses

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### **Certified Nursing Assistant (CNA)**

Present

Provide ADL'S as assigned with in the scope of practice. Maintain accurate, complete and confidential care records, according to established procedure and charts

### **CPR Certification**

## Assessments

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### **Home Health Aide Skills — Highly Proficient**

November 2020

Providing care to patients in a home setting

Full results: [Highly Proficient](#)

### **Work Style: Reliability — Highly Proficient**

November 2020

Tendency to be dependable and come to work

Full results: [Highly Proficient](#)

### **Work style: Reliability — Expert**

February 2021

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Expert](#)

### **Cashier skills — Familiar**

March 2021

Counting cash, processing transactions, following written procedures, and attending to details

Full results: [Familiar](#)

### **Work style: Reliability — Highly Proficient**

September 2021

Tendency to be reliable, dependable, and act with integrity at work  
Full results: [Highly Proficient](#)

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