**Doniesha Howell**

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**Professional Profile**

Energetic and reliable employee skilled at working with a diverse group of people. Motivated leader with strong organizational, communication and relationship-building skills. Eager to bring strong customer service skills to a growing company in need of support.

**Professional Skills**

* Knowledge of medical terminology and EMR.
* Proficient in Microsoft Word, Excel, Power Point and Outlook.
* Ability to multitask and think critically in stressful situations.
* Possess strong telephone, time management and documentation skills.
* Proven record of providing reliable service, commitment to quality, and focus on customer service.
* Excellent skills in written and oral communication.

**Professional Experience**

**Patient Care**

* Assisted patients with activities of daily living, including hygiene, grooming and bathing.
* Responded to patients call lights in a timely manner, identified patient needs and provided patients with appropriate response or communicated needs to appropriate team member.
* Performed intentional rounding in collaboration with the RN.
* Took and recorded patient’s vital signs as prescribed by nursing protocol or physician orders.
* Collected specimens using clean technique and labeled appropriately.
* Conducted point of care tests as assigned.
* Recorded actions in the HER.
* Performed clerical duties in HER; answered phone and triages calls appropriately.

**Customer Service**

* Worked in a fast-paced call center handling over 50+ customer interactions per day.
* Memorized all company products and services to be able to answer customer questions quickly and efficiently and make upsells.
* Maintained relationships with both internal and external customers.
* Collate source data such as customer names, addresses, phone numbers, credit card information and entered data into various software.
* Completed voluntary client relations training to learn ways to enhance customer satisfaction and improve productivity.

**Work Experience**

**Gillette Children’s Hospital 1 year**

**Hennepin HealthCare, Health Care Assistant 1 year**

**Spring Touch Lawn & Pest, Call Center Representative 7 months**

**Hillcrest Assisted Living, CNA 7 months**

**Oak Terrace Assisted Living, CNA 1 year**

**Education**

**Everest Institute 2010**

**Medical Assistant Diploma**

**Harding Senior High School 2009**

**High School Diploma**