**LaTonya Walker**

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**Objective:** To inquire a challenging position in an environment where I can utilize my strong organizational and interpersonal skills, education, and experience. Seeking to provide my detailed oriented talents while providing valued service, respect, and the ability to work well with others.

**Education:**

Kirkwood Community College

**Major:** Nursing (08/2018 to 05/2020)

Kirkwood Community College, Cedar Rapids, IA

**Major**: Human Service, Associate Degree (graduation 05/2013)

South Suburban College, South Holland, IL

**Major:** Registered Nurse, completed 36 semester hours (01/2003-05/2007)

GACC (Gary Area Career Center) Gary, IN

**Major**: QMA (Qualified Medication Aide), Certificate-05/2004

ATTC (Advanced Technical Training Center) Oak Forest, IL

**Major**: CNA (Certified Nurse Assistant), Certificate-04/1997

**Work Experience:**

**01/2019 to Present** The Gardens of Cedar Rapids, Cedar Rapids, IA

**Universal Worker- CNA**

* Assist residents in all aspects of their daily life including personal care, food service, housekeeping, laundry, administration of medication, behavior management, socialization, activities, etc.
* Monitor resident conditions, performing hourly checks, and recommend adjustments in level of care and services.

**11/2019 to 02/2020**  Eastern Iowa Women’s Health Center, Cedar Rapids, IA

**Patient Advocate/Representative**

* Administrative/clerical duties
* Efficient and accurate scheduling and co- pay collection
* Assisting patients with signing up for financial, prescription, and transportation assistance
* Experience with Microsoft Suites and Electronic Medical Records, Office equipment, Data entry, book keeping, etc.

**09/2018 to present** Visiting Angels, Cedar Rapids, IA

**Home Health Aide**

* Assist patients by providing housekeeping services, laundry services, shopping for food and other household requirements. Prepare, serve meals, and snacks; running errands
* Assist patients with providing personal services such as bathing, dressing, and grooming. Monitors patient conditions by observing physical and mental condition, intake and output, and exercise
* Help patients care for themselves by teaching use of cane, walker, special utensil to eat, special techniques, (cont.) equipment for personal hygiene. Help family members care for the patient by teaching correct ways of lifting, turning, providing support and re-position, etc.

**05/2014 to 03/2016** Waypoint Services, Cedar Rapids, IA

**Program Assistant/Lead assistant**

* Field and respond to phone calls by imputing and collecting data on calls for emergency shelter into HMIS database, giving information and referrals, taking messages, and providing a triage screening to callers for admission to emergency shelter programs. Provided 24-hour crisis support on the domestic violence hotline
* Counseled guest and asst. in establishment and monitoring of goals and improvement of skills. Documented and maintained daily logs for clients daily according to Waypoint record keeping procedures. Complete requested paperwork and data entry in a timely manner, assist with program components as assigned
* Supervised/guided volunteers as needed.

**01/2010 to 01/2016**  Alexandra Apartments, Cedar Rapids, IA

**Leasing Consultant**

* Provided information about the property and the community to prospects, greets visitors, determine if the community meets the client qualification, maintained resident files. Effectively explained all the lease and community policies to new and current resident, monitor all current and future vacancies for future occupancy needs
* Accurately and effectively prepared and assisted with all leasing paperwork (applications, lease agreements, credit checks, employment verification, criminal background checks, and lease move in packets. Maintained an accurate and in depth knowledge of all aspects of the community, particularly in areas such as rent and pricing information, vacancies, apartments availability, lease expirations, square footage, etc.(cont.)
* Inspected all vacant units on a regular basis to ensure that they are ready for show to prospective residents and ready for move in, collect and process all rent payment and other funds associated with the property.
* Assisted with the daily operations of sharing responsibilities within the leasing office, emails, high phone volume, typing, filing, bookkeeping, copier, printer, fax, etc.

**05/2009 to 01/2010**  Cato Fashions, Cedar Rapids, IA

**M.I.T (Manager in Training)**

* Shared responsibilities with the store manager for the activities and achievement of the store, operated a computerized cash register, assisted with scheduling, staffing, interviewing applicants and checking employment history and references. Responsible for the operation of a multimillion dollar business, inventory, loss prevention, stock, retention training, marketing and profitability, policies and procedures
* Trained and directed associates in sales approach, multiple selling techniques, and proper customer service guidelines, share accountability for the stores shortage, controllable expenses, budget, etc. Opening and closing of the store, daily runs to the bank for deposit and change orders for the registers, heavy cash handling, data entry, paperwork, filing, etc.

**08/2008 to 05/2009**  Kirkwood Resource Center, Cedar Rapids, IA

**Receptionist** (Workplace Learning Connection)

* Greeted clients and walk-ins, operation of multi-line phones, directed calls to appropriate team members
* Data entry, sending and responding to emails daily, operation of fax, copier, and printer sorted and distributed daily mail, etc.

**Related Experience**: 911 dispatcher, Leasing Consultant, Reservations Agent, 17 yrs. exp. as CNA, Patient Care Tech, Medication aide, and Hospice Aide

**Computer Skills:** Knowledgeable in Microsoft Office 2007 programs Access, Excel, Word, Outlook, and PowerPoint 2007

**References:**

Marissa Hoffeditz Jeanine Hardaway

Claims Adjuster Licensed Practical Nurse

Progressive Insurance University of Iowa Clinics

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