

# Cassandra Clausi

## Registered Nurse

West Des Moines, IA 50266

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- Dependable licensed RN trained to work in high-stress environments. Seeking to leverage meticulous record-keeping and analytical skills to gain experience as a nurse. Diligent nursing professional with demonstrated success in patient care at UnityPoint Health Hospital. Agile and responsive to dynamic patient needs and environmental conditions. Team-oriented and reliable with healthcare knowledge, clear verbal, written communication skills, and sound clinical judgement. Clinical nurse dedicated to providing compassionate, patient-centered care as part of an interdisciplinary medical team.

## Work Experience

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### Patient Care Technician (PCT)

Methodist Hospitals - Des Moines, IA

January 2016 to April 2020

JANUARY 2016 - PRESENT

- Ensure patient rooms are clean and sanitized
  - Change patient bed linens and provide new bedding, blankets, and pillows
  - Collect urine and blood samples for testing
  - Monitor and record patient daily activities; report any drastic changes to a nurse or physician
  - Perform nursing procedures such as administering medications, changing bandage dressing, or checking temperature
  - Ensure patients are comfortable in bed; adjust bed settings and/or reposition/turn patient as needed
  - Help patients with all grooming habits including bathing, dressing, brushing hair, etc.
  - Assist patient with any daily exercises, physical therapy, or mobilization efforts patient has been prescribed
  - Transport patients via wheelchair or rolling bed
  - Monitor patient vital signs and record weight, blood pressure, and pulse
  - Ensure patients are getting enough food and fluids
  - Counsel, listen, and educate patients and patients' families on health concerns, questions, or suggestions
  - Ensure patients' safety and remove any safety hazards (clear walkways, cleaning chemicals, etc.)
  - Transport and use medical equipment according to patient requirements
  - Follow all organization, state, and federal mandated medical standards and procedures
  - Ensure patient confidentiality by following all HIPAA rules and regulations
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- Extras duties:
  - Trainer role as need for new hire classes
  - I work with other team members who struggle with production to show them tips on becoming faster while still maintaining quality.
  - Member of the Diverse Abilities Team Member Network

## **Server**

Prairie Meadows Racetrack and Casino, Inc. - Altoona, IA  
August 2018 to March 2020

- Perform duties with exceptional customer service skills, being friendly, helpful, and courteous to all guests
- Set and enforced performance and service standards to keep consistent, high quality environment devoted to customer satisfaction.
- Protected business, team members and customers by monitoring customer alcohol consumption and keeping operation in line with legal service requirement.
- Observe patrons for safety and maintained with company policies and procedures for food safety, sanitation, and quality.
- Perform duties with exceptional customer service skills, being friendly, helpful, and courteous to all guests
- Collect money from customers and make accurate change.
- Serve beverages to patrons on the gaming floor.
- Inform customers of beer, wine, and drink selections.
- Follow all service procedures in the beverage manual.

Extra duties:

- Enthusiastic server to ensure excellence service awarded to train new hires

## **ASSISTANT MANAGER**

CASEY'S

January 2015 to March 2016

- Ensuring company policies are followed.
- Optimizing profits by controlling costs.
- Hiring, training and developing new employees.
- Resolving customer issues to their overall satisfaction.
- Maintaining an overall management style that follows company best practices.
- Providing leadership and direction to all employees.
- Ensuring product quality and availability.
- Preparing and presenting employee reviews.
- Working closely with the store manager to lead staff.
- Overseeing retail inventory.
- Assisting customers whenever necessary.
- Organizing employee schedule.
- Ensuring that health, safety, and security rules are followed.
- Taking disciplinary action when necessary.
- Ensuring a consistent standard of customer service.
- Motivating employees and ensuring a focus on the mission.
- Maintaining merchandise and a visual plan.
- Maintaining stores to standards, including stocking and cleaning.
- Completing tasks assigned by the general manager accurately and efficiently.
- Supporting store manager as needed.

## **OPERATIONS CLERK**

OFFICE TEAM

October 2013 to July 2014

- Resolved moderately complex operation and customer issues by determining and taking appropriate action.
- Performed high volume, time-sensitive tasks requiring intermediate research and problem-solving skills.
- Additional duties included:
- Originating source documents/data adhering to a range of regulations and choosing from a variety of options.
- Processing online entries, document or items requiring a high degree of accuracy and control.
- Resolving balancing discrepancies.
- Research and resolving moderately complex problems using various resources.
- Reviewing and processing unique rejects or exceptions.
- Worked under general supervision, exercising limited judgment within guidelines.
- Met production and quality targets.

### **Administrative Assistant**

Art of Plastering - Des Moines, IA

January 2009 to January 2014

Answer incoming calls, faxing, scanning, copying, ordering supplies/equipment needed for job sites, scheduling meetings with clients and contractors, general clerical duties, cash handling, mailing, typing estimates for clients, managing records, monitoring expenses, arranging travel, following up with clients to make sure deadlines are met and sales thrive in company.

## Education

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### **Bachelor's degree in Nursing**

Grand View University - Des Moines, IA

August 2021 to Present

### **Associate in Science (AS) in Nursing**

DES MOINES AREA COMMUNITY COLLEGE - Ankeny, IA

January 2018 to May 2021

### **HIGH SCHOOL DIPLOMA**

VALLEY HIGH SCHOOL

June 2013

## Skills

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- CLIENTS (8 years)
- EXCEL (8 years)
- IMAGING (Less than 1 year)
- LOANS (Less than 1 year)
- MICROSOFT OFFICE (8 years)
- 10 Key Data Entry
- Patient Care
- Medical Records

- HIPAA
- Medical Terminology
- Epic
- Hospital Experience
- Management
- Vital Signs
- EMR Systems
- Efficiency (10+ years)
- Documentation (10+ years)
- EHR systems (5 years)
- Creating Plan of Care
- Discharge Care Plans
- Patient care
- Leadership
- Phlebotomy
- Cultural Awareness
- Infection control
- Time management
- Critical thinking
- Detail Orientated (10+ years)
- Professionalism (10+ years)

## Certifications and Licenses

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### **Driver's License**

### **CPR Certification**

### **Registered Nurse (RN)**

Present

## Additional Information

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### Skills & Abilities

- Demonstrated attention to detail
- Familiar with mortgage documents, and have the ability to research and analyze information found
- Demonstrated organizational and time management skills and the ability to multitask
- Demonstrated ability to work effectively in a fast paced/deadline driven environment
- Experienced in transitioning paper based financial documents to electronic formats, including imaging paper files, indexing documents to image repositories, and lifting data from documents
- Experienced 10 key and typing Abilities
- Experienced with Microsoft Office products (Word, Excel and Outlook)
- I proactively anticipate patient/client needs to better asset their care.

- I demonstrate an openness to learn and a strong commitment to my personal growth. I am always looking for ways to enhance my knowledge and improve my skills to benefit population served and overall care provided.
- I utilize the tools given to me such as software systems to promptly and accurately document care provided.
- I utilize a holistic approach appropriate to the age of the patients/clients served in the assigned service area.
- I have demonstrated the ability to meet business needs of my department by regular, reliable attendance.