

Kelly Kongsgaard

Extensive experience in Healthcare; helping people be their best in difficult times

Stillwater, MN

-Email me on Indeed: <http://www.indeed.com/r/Kelly-Kongsgaard/63f98aa91d07a7d4>

I have a great deal of passion for people and their experiences I enjoy supporting the people I work with and making patients' & home care clients' experiences better.

BACKGROUND STRENGTHS:

People Oriented -Excellent Communicator - professional and friendly; dedicated, caring, detail oriented, flexible

COMPUTER SKILLS

Skilled at learning all healthcare organization-specific software programs such as EPIC and other software and charting programs; and experienced with Macintosh and PC Windows Applications, MSWord, MS Excel, and Genius; Proficient in the use of the Internet as a research tool and a social media resource; always happy to learn new skills.

Authorized to work in the US for any employer

Work Experience

Certified Nursing Assistant (CNA)

Self Employed/Private Hire - Saint Paul, MN

2021 to Present

Providing care according to needs of individual client including

- Recommended wound & skin care, Taking client to health-related appointments, grocery shopping, Etc.; Meal prep & clean up; Companionship; Appointment reminders; Etc
- Encouraged and coached toward client's nutritional goals
- Communicate upcoming concerns with client and/or involved family members

CNA - Certified Nursing Assistant

BrightStar Care Home Care - Lake Elmo, MN

2018 to Present

- Providing comfort and confidence with individualized home care for clients and their families
- Improving people's lives by assisting them in their daily lives as they encounter new health challenges
- Coordinating excellent communication and documentation between staff and clients

WRITER/CO-HOST/OUT-REACH-EVENT-REP; PROGRAM PLANNING VOLUNTEER

KFAI Fresh Air Community Radio - Minneapolis, MN

2001 to Present

- Interviewed show-hosts and staff in research for writing my press releases and bimonthly publication
- Wrote press releases and winning promos; also wrote for cover story for KFAI's "AIR CHECK" bimonthly publication
- Co-hosted weekly programs, "Rollin and Tumblin" and "Ultimate Contact" and "Live From Studio Five"
- Represented KFAI as an Event-Rep and Information Host at public events

- Engineered on-air board and performed announcements for pre-recorded national news programs and Produced on-air promotions and intro announcements

CNA - Certified Nursing Assistant

Presbyterian Homes and Services - Arden Hills, MN
2017 to 2018

- Accomplishing uplifting and rehabilitative daily cares for patients in TCU & LTC/Memory Care units
- Observing and collect pertinent data like; vitals; measuring input and outputs; charting all observed info
- Facilitating individuals with their health, comfort, and daily activities including; bathing; peri-care; catheter-care; feeding; input; output; dressing, transfers; AROM; PROM; Etc.

CERTIFIED PERSONAL CARE ASSISTANT

AbbeyCare Choice, Inc
2009 to 2017

- Live-In Caregiver & PCA; guided, directed, & helped woman with Alzheimer's Disease in daily activities
- Managed all PCA duties and supervised the safety and well-being of clients with Dementia and other disabilities
- Provided hospice & disabled clients with comprehensive, dignifying care & assistance in their daily therapies

VOLUNTEER ASSOCIATE PRODUCER; INTERNSHIP DIRECTOR; & WRITER

Internet TV Show - Minneapolis-Saint Paul, MN
2013 to 2014

Acting as Associate Producer, Public Relations Specialist, edited and posted Internship descriptions and created relationships in all Internship reach out activities with colleges/academies across the Twin Cities area

- Created, wrote, and edited press releases and interview scripts for our Show Host

CARE PROVIDER | PARTY HOST | SENIOR THEATRE GROUP BOOKING AGENT

Self-Employed - Minneapolis-Saint Paul, MN
2006 to 2011

- Provided dependable Senior Home Care with Breakfast and Dinner visits, and daily companion-ship
- Vacation Care: Cared for Cats' needs with TLC and tended to; plants, mail, voice messages, Etc.
- Served as Party-Host: Set-up catering, poured wine, and tended to guests' needs from beginning to end
- Performed as Booking Agent for the Seniors' Theatre Group: The New Foley Follies; representing them and booking their performances throughout the Twin Cities area

INTERVIEWER

CJ Olson Market Research, Inc - Minneapolis, MN
2008 to 2010

- Engaged people nationwide in phone interviews on many different topics for successful surveys
- Also Interviewed, screened, and scheduled people for on-site study discussion-panels

RESEARCH ASSISTANT

Augsburg University - Minneapolis, MN
2002 to 2006

Researched, collected, and accessed facts to create balanced, detailed written reports to facilitate Faculty's decision-making process

- Provided study examples for Professor/Director for use in class materials and for his published academic book
- Helped translate coursework into reader-friendly materials for students
- Evaluated and translated graph characteristics creating a simplified view for students
- Proofread and helped edit grant proposals and academic papers for professor-Director to present abroad

OTHER EXPERIENCE:

PATIENT CARE REPRESENTATIVE; FRONT DESK; RECEPTION; ADMINISTRATIVE
Temporary Assignments throughout the Twin Cities Area, MN
Including Minneapolis Orthotics & HealthPartners - Cardiology and Neurology

- Front Desk Patient-Intake and Direction; Reception; Dictation; Reports; Transcripts; Insurance inquiries
- Appointment Scheduling, project-assistance, proof-reading, editing, writing reports, letters, and many other administrative activities

ADDITIONAL OFFICE EXPERIENCE:

Successfully provided many front desk reception responsibilities and administrative assistance including patient intake, greeting and directing people, phone answering, scheduling, call-center duties, project-assistance, research and fact checking, direct Client Communications both written and oral, editing, job-fair outreach and intake, among other responsibilities - Client companies include, but not limited to:

- CLEAR CHANNEL - KOOL108 and LOL Front Office
- CBS MARKET WATCH - Minneapolis Corporate Headquarters
- NORTHWESTERN MUTUAL LIFE - Securities Division
- WELLS FARGO - Mortgage; Dept of Trust, Operations and Investments
- US BANK - Human Resources and Customer Service
- ALLSTATE - Customer Service and Marketing Outreach and Office Management
- HEALTH PARTNERS - Cardiology and Neurology Clinic
- UNIVERSITY OF MINNESOTA - Human Resources

Education

Certification with Classes & Clinicals in Certified Nursing Assistance

Century College - White Bear Lake, MN

Bachelor of Arts in Communications

Augsburg University - Minneapolis, MN

Skills

- Skilled at learning all healthcare organization-specific software programs such as EPIC and other software and charting programs; and experienced with Macintosh and PC Windows Applications, MSWord, MS Excel, and Genius; Proficient in the use of the Internet as a research tool and a social media resource; always happy to learn new skills.
- Skilled at learning all healthcare organization-specific software programs (10+ years)

- Excellent Communications and documentation Skills; Great people skills; with Care, flexibility, with attention to detail; along with many other skills. (10+ years)
- Certified Nursing Assistant
- Dementia Care
- Fact Checking
- Proofreading
- Writing skills
- Alzheimer's Care
- Caregiving
- Vital Signs
- Meal Preparation
- Hospice Care
- Memory Care
- Patient Care
- Hospital Experience
- Office Administration
- Laundry

Certifications and Licenses

Certified Nursing Assistant (CNA)

May 2017 to February 2022

CPR Certification

Present

Basic Life Support [BLS/CPR] Provider; Certified by the American Heart Association

- Successfully completed the cognitive and skills evaluations in accordance with the curriculum of the American Heart Association Basic Life Support (CPR and AED) Program.

First Aid Certification

Present