

Lanette Ndubi

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Exceptional leader talented in racial equity, networking and strategic change. Highly experienced with outstanding relationship building, training and people skills.

Authorized to work in the US for any employer

Work Experience

Medical Device Specialist

Boston Scientific - Maple Grove, MN

November 2020 to Present

- Followed detailed instructions of assembly processes and procedures
- Worked with a team to accomplish the specific goal of product requested
- Documented and reported all issues regarding quality, equipment, and safety

Security Officer

G4S - Minneapolis, MN

July 2019 to May 2020

- Monitor cameras and other security systems
- Administer and record access badges
- Conduct Interior and Exterior foot patrols
- Record and submit daily shift activity

Customer Service Representative

Comprehensive Research Group INC - Minneapolis, MN

May 2019 to May 2019

- Followed a communication script for different clinical studies
- Input and edit client information into a database system
- Answer and transfer customer calls accordingly

Medical Assembler

Cantel Medical - Plymouth, MN

March 2019 to May 2019

- Upheld and followed all clean room policies, procedures and standards, including wearing appropriate PPE at all times
- Cross trained to independently work in multiple work cells, as needed
- Able to read, understand and follow all manufacturing documentation procedures
- Transferred hand written documentation and paperwork into an online database and spreadsheet on a computer system

Direct Support Staff

Progressive Living Inc - Mankato, MN

November 2018 to January 2019

- Assist individuals with their daily living needs
- Actively document and report individuals progress
- Assist, administer and document individuals medications
- Maintained a clean and safe living environment for individuals

Direct Support Professional (DSP)

Hammer Residences - Wayzata, MN

May 2018 to September 2018

- Assist individuals with their personal hygiene care
- Order, document and administer prescribed medications
- Provide transportation for individuals to and from leisure activities
- Monitor and record behaviors and daily activities on online work portal

Certified Trainer

White Castle - Maple Grove, MN

August 2015 to January 2017

- Cooked and packaged large batches of food that were prepared to order or kept hot until needed
- Worked extra shifts during busy periods to maintain quality service
- Conducted one-on-one training sessions for new employees on procedures, customer service and sales techniques

Education

High School Diploma

Maple Grove Senior High - Maple Grove, MN

2017

Skills

- CPR (Less than 1 year)
- Customer Service
- Call Center
- Customer Care
- Security
- Human Resources
- Manufacturing
- Surveillance
- CCTV
- Typing
- Microsoft Office
- Excel
- Microsoft Word
- Writing Skills

- Report Writing
- Assembly Experience (Less than 1 year)

Certifications and Licenses

Driver's License

Security Guard

First Aid Certification

CPR Certification

First Aid Certification

CNA

Assessments

Call Center Customer Service — Highly Proficient

June 2019

Measures a candidate's ability to demonstrate customer service skills in a call center setting.

Full results: [Highly Proficient](#)

Receptionist — Expert

July 2019

Using basic scheduling, attention to detail, and organizational skills in an office setting.

Full results: [Expert](#)

Customer Focus & Orientation — Highly Proficient

July 2019

Responding to customer situations with sensitivity.

Full results: [Highly Proficient](#)

Scheduling — Highly Proficient

July 2019

Cross-referencing agendas and itineraries to avoid scheduling conflicts.

Full results: [Highly Proficient](#)

Customer Focus & Orientation — Highly Proficient

November 2019

Responding to customer situations with sensitivity.

Full results: [Highly Proficient](#)

Verbal Communication — Highly Proficient

September 2019

Speaking clearly, correctly, and concisely

Full results: [Highly Proficient](#)

Receptionist — Expert

July 2019

Using basic scheduling, attention to detail, and organizational skills in an office setting.

Full results: [Expert](#)

Scheduling — Highly Proficient

July 2019

Cross-referencing agendas and itineraries to avoid scheduling conflicts.

Full results: [Highly Proficient](#)

Customer Focus & Orientation — Highly Proficient

July 2019

Responding to customer situations with sensitivity.

Full results: [Highly Proficient](#)

Project Management Skills: Time Management — Expert

June 2019

Measures a candidate's ability to prioritize and allocate time to effectively achieve project deliverables.

Full results: [Expert](#)

Call Center Customer Service — Highly Proficient

December 2019

Applying customer service skills in a call center setting.

Full results: [Highly Proficient](#)

Sales: Influence & Negotiation — Highly Proficient

February 2020

Persuading reluctant customers to buy products or services, and influencing and negotiating with customers to meet sales goals.

Full results: [Highly Proficient](#)

Workplace Safety — Expert

June 2020

Using safe practices at work

Full results: [Expert](#)

Security Guard Skills — Highly Proficient

June 2020

Assessing risks, enforcing security standards, and handling complaints.

Full results: [Highly Proficient](#)

Recruiting — Highly Proficient

November 2019

Managing the candidate sourcing and selection process

Full results: [Highly Proficient](#)

Customer service — Expert

June 2021

Identifying and resolving common customer issues

Full results: [Expert](#)

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

Additional Information

SKILLS

- Quick Learner
- Team Leader
- Strong Verbal Communication
- First Aid and CPR certified
- Experience with diverse population