

Nicole Shroyer

Fridley, MN

-Email me on Indeed: <http://www.indeed.com/r/Nicole-Shroyer/035d71a6d1983f6f>

A self-motivated, quick learner that sincerely enjoys working with people and very flexible with the following qualifications:

- *Active Listening Skills
 - *Critical Thinking
 - *Vital Signs & Patient Monitoring
 - *Preserve Patient Dignity
 - *Compassionate
 - *Privacy/HIPAA Regulations
 - *Outstanding Customer Service
 - *Time Management
 - *Detailed-Oriented
 - *Copying, scanning, faxing
 - *Organized files
 - *Patient Advocacy and Support
 - *Effective Team Collaboration
 - *Empathetic Care
 - *Adhered to Safety Guidelines
- Authorized to work in the US for any employer

Work Experience

Nursing Assistant

FirstLight Home Care - Bloomington, MN

December 2021 to Present

- Assisting clients with daily cares; bathing/skin cares, grooming, dressing, toileting, and linen changes
- Engage in activities of daily living
- Transfer (ambulate) clients
- Check Vital signs
- Light housekeeping
- Meal preparation
- Medication reminders
- Grocery shopping
- Transportation to appointments

Family Caregiver

Lino Lakes, MN

November 2021 to Present

- Dementia care
- Reminiscing through family photos
- Daily cares; showering/skin care check, grooming, dressing, and toileting
- Light housekeeping
- Medication reminder
- Meal preparation

Nursing Assistant|Medical Assistant

White Bear Foot and Ankle Clinic - Maplewood, MN

October 2019 to October 2021

- Assisted Podiatrist's with rooming patients, setting-up exam rooms for ingrown toe nails and Tenotomy procedures, measuring patient's feet for shoes and taking X-rays.
- Updated patient's EMR through Practice Fusion

- Prepared specimens for courier service to Quest Diagnostics or Bako.
- Cleaned and stocked exam rooms
- Scheduled/canceled appointments
- Autoclaved all medical instruments

Certified Nursing Assistant

Family Trust Home Health, LLC - Brooklyn Center, MN
March 2019 to October 2019

Assisted residents with daily cares; Feeding, bathing/skin care, toileting, grooming, catheter care, dressing, and changing linens.

- Transferred/transported residents using appropriate equipment; EZ stand, Hoyer lifts, Transfer belts, wheelchairs and walkers.
- Checked vital signs and weight
- Emptying of drains/foley/colostomy
- Measured Intake/Output
- Positioning/PROM/Ambulation

Certified Nursing Assistant I

Allina Mercy Hospital - Coon Rapids, MN
January 2019 to March 2019

Provided care on the Cardiovascular Care Unit

- Checked Vital Signs
- Charted using EPIC software
- Glucometer testing/Calibration
- Assisted patients with daily cares; Feeding, bathing/skin care, toileting, grooming, catheter care, dressing, and changing linens.
- Emptying of drains/foley/colostomy
- Measured Intake/Output
- Positioning/PROM/Ambulation
- Cleaning/Turning Rooms
- Groin prep/Clipping for procedures
- Transferred/Transported patients using appropriate equipment; EZ Stand, Sara Steady, Slings, Transfer belts, Walkers, and Wheelchairs

Lead Traveling Medical Assistant

In-House Senior Services - Richfield, MN
October 2016 to October 2018

- Trained all new hire Medical Assistants on how to: Update patient's Electronic Medical Records through Care Tracker, properly using personal protective equipment, communicating with Podiatrists, patients, and the Director of Nursing at Assisted Living Facilities or Nursing Homes, and scanning documents
- Maintained strict confidential information and patient privacy.
- Scheduled and canceled appointments
- Assisted Podiatrists during foot exams up to 60 patients per day.
- Measured patient's feet for Diabetic shoes for those who qualify
- Sterilized medical equipment and cleaned exam rooms.
- Checked vital signs

CNA - Certified Nursing Assistant/ Home Health Aide

Home Health Care, Inc - Golden Valley, MN

March 2015 to October 2016

Adhere to Privacy/HIPAA Regulations

- Maintained a safe environment for client
- Transfers (ambulate) client
- Assisted with personal cares such as bathing, dressing, grooming, feeding, toileting, routine catheter care, and companionship.
- Grocery shopping and prescription pick-ups
- Medication reminder
- Light housekeeping
- Meal preparation

CNA - Certified Nursing Assistant/ Home Health Aide

Legacy - Golden Valley, MN

March 2015 to October 2016

Adhere to Privacy/HIPAA Regulations

- Maintained a safe environment for client
- Transfers (ambulate) client
- Assisted with personal cares such as bathing, dressing, grooming, feeding, toileting, and routine catheter care.
- Grocery shopping, medical appointments, prescription pick-ups
- Medication reminder
- Shower visits
- Light housekeeping
- Meal preparation

Home Health Aide (HHA)/CNA/PCA

Prairie River Home Care, Inc - Blaine, MN

February 2015 to April 2016

- Adhere to Privacy/HIPAA Regulations
- Maintained a safe environment for client
- Transfers (ambulate) client
- Assisted with personal cares such as bathing, dressing, grooming, feeding, toileting, routine catheter, colostomy care, and positioning.
- Medication reminder
- Light housekeeping
- Meal preparation

PeriOperative Associate

United Hospital - Saint Paul, MN

December 2015 to March 2016

- Turned over operating rooms; cleaning, moving patients, and stocking inventory
- Assisted the surgical staff in positioning and holding extremities for prepping; Prone, Lithotomy, Lateral
- Transported patients to and from the O.R.
- Deliver items such as lab requests, blood, specimens, equipment, and instruments requested by the surgical and anesthesia staff as needed for surgical procedures
- Decontamination of instruments and equipment

Front Office Administrator

JLL|Bayer Healthcare|Boston Scientific - Coon Rapids, MN
June 2013 to December 2015

- Welcomed all employees, vendors and visitors
- Coordinated fundraising events at Boston Scientific as a Team Captain for the American Heart Association. Raised over \$7,000 dollars.
- Scanned all Preventative Maintenance work orders
- Assisted with badges to maintain appropriate access and security measures
- Directed calls to appropriate individual and department contacts
- Sorted incoming and outgoing mail
- Utilized postage machine and certified mail
- Filed, scanned and laminated documents
- Maintained and updated new hire information on excel spreadsheets

Receptionist and Administrative Assistant

Johnson Controls|Medtronic Inc - Fridley, MN
February 2003 to May 2012

- *Greeted all employees, vendors and visitors
- *Assisted with badges to maintain appropriate access and security measures
- *Directed calls to appropriate individual and department contacts
- *Provided point-of-contact emergency assistance for internal and external responders
- *Built strong relationships through exceptional, responsive customer service
- *Handled difficult customers and resolved customers concerns and complaints promptly
- *Communicated clearly in writing and verbally to meet the demands of the position
- *Researched and utilized computer software including: Microsoft Office Suite, Access Vision, Global Passage Point, Picture Perfect, 360 Facility and Maximo

Program Coordinator

Jenny Lind Elementary School - Minneapolis, MN
January 2000 to June 2000

- Mentored and coached students in math and reading for Homework Club
- Coordinated and facilitated age appropriate after school activities
- Resolved disputes between students using problem solving skills
- Promoting individuality and independence with compassion, respect, and choice
- Motivated students to complete daily assignments and program goals

Education

Certificate Universal Healthcare Worker Program in Nursing Assistant|Home Health Aide

Anoka Technical College - Anoka, MN
November 2012 to March 2013

Course in Intro to Holistic Healing

Anoka Ramsey Community College - Coon Rapids, MN
November 2012 to January 2013

Courses in General Studies

Rasmussen College - Brooklyn Park, MN
2006 to 2008

Skills

- 365 Microsoft Office (1 year)
- CareTracker (1 year)
- Access Vision (10+ years)
- Global Passage Point (10+ years)
- Maximo (1 year)
- Epic (Less than 1 year)
- Practice Fusion (2 years)
- Tiger View (1 year)
- Medical office experience
- Documentation review
- Catheter Care
- EMR Systems
- Dementia Care
- Home Care
- Hoyer Lift
- Vital signs (6 years)

Certifications and Licenses

BLS for Healthcare Providers (CPR and AED)

March 2021 to March 2023

American Heart Association Basic First Aid and Basic Life Support for Healthcare providers

Certified Nursing Assistant (CNA)

March 2013 to January 2021

Reinstated my CNA at Anoka Technical College (January 2019)

Personal Care Assistant Certificate

August 2012 to Present

Minnesota Department of Human Services

Universal Healthcare Worker Program

March 2013 to Present

Universal Healthcare Worker Program, NA/HHA

Trained in the following areas:

- Transferred (ambulated) resident
- Engaged in activities of daily living (ADL's)

- Assisted with bathing and bed baths
- Made occupied and unoccupied beds
- Performed perineal cares
- Assisted in helping dress the residents
- Measured and charted urine output
- Helped in foot, hand, fingernail, and hair care

Clinicals at Park River Estates Care Center: 24 hours completed March, 2013

National Career Readiness Certificate

January 2013 to Present

Earned a Silver award through ACT

Additional Information

Volunteer Work:

2017-2018. Walk The Talk Mission trip, Ensenada, Mexico

- Assisted with building a two bedroom home for a family.
- Packaged and distributed food at the Community Center in Durango, Mexico for multiple families
- Coordinated activities with children at the Orphanage.

2013-2017 Volunteer Packaging Assistant, Feed My Starving Children, Coon Rapids, MN

- Assisted with distributing and packaging food for children in Peru

2010-2011 Volunteer Teaching Assistant, Starbase St. Paul, MN

- Designed and launched rockets with 4th-6th graders
- Educated and assisted students on a computer program to design the rockets
- Encouraged students to get involved and interested in science and engineering programs
- Coordinated picture-taking during activities