

Teona Jackson

Baltimore, MD 21206

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Highly proficient office professional with an educational background in Business and demonstrated strengths in computers, communications, customer service, conflict resolution, coordination and clerical work - Caring, Intelligent, Ambitious, Charismatic, Hardworking, and Personable

- Computers - EHR (Epic and Cerner), great knowledge and experience in using Microsoft Word, Excel, PowerPoint, Windows,
- Communications - outstanding oral and written abilities to interact with people on all levels one on one and before an audience of people, Write letters, memos, and correspondences
- Customer Service - strong ability and experience to provide information, answer inquiries, and resolve problems
- Conflict Resolute - experienced and knowledgeable of identifying problems and implementing appropriate solutions
- Coordination - highly skilled in organizing and time management

Work Experience

Registered Nurse

University of Maryland Upper Chesapeake Health - Bel Air, MD

January 2022 to Present

Licensed Practical Nurse (PRN)

University of Maryland Medical System

June 2020 to Present

Licensed Practical Nurse (PRN)

Sinai Hospital of Baltimore - Baltimore, MD

October 2019 to Present

Administrative Support

Hanson's Homecare - Baltimore, MD

2008 to Present

Prepared and processed power of attorney documents, interacted with lawyers, created calendar for daily menu, recorded incidents, developed spreadsheets for accounts receivables, typed memos, emailed lawyers/doctors/insurance companies, answered and directed calls, greeted customers, designed an employee handbook, established policies and procedures, compiled data, verified and adhered to medical reports

Certified Nursing Assistant

Medstar Harbor Hospital - Baltimore, MD

2018 to 2019

assist patient to different bed position, place and empty bed pans, assist patient to and from the bathroom, bath patients, place Foleys, draw blood and place IVs, collect specimen, document care and assist patients in any way within my scope of working

Academic Specialist

University of Maryland School of Dentistry - Baltimore, MD

2014 to 2018

Greet prospective students and answer questions about the program, update databases that contain academic and personal information about the students, collect payments, maintain spreadsheets to account for payments, send and answer emails regarding status of application, Preliminary review of applications for incoming student, Planning and organizing interview days and tours for the students, Planning and organizing various events for graduating students

Customer Service

Dream Hotel - New York, NY

2013 to 2013

Greeted 100s of customers daily, took orders, resolved complaints, reconciled computerized cash register, posted payments, maintained company database, recorded transactions, answered phones, collected payments, and calculated tips, answered guest questions, arranged rooms for events, provided outstanding customer service meeting company and customer satisfaction

Customer Service

Le Pain Quotidien - New York, NY

2010 to 2011

Greeted 100s of customers daily, placed orders in a timely manner, answered and directed calls to appropriate personnel, maintained inventory, processed shipping and receiving, reviewed and reconciled receipts, interacted with internal vendors, prepared accounts receivables

Education

Practical Nursing Program

Community College of Baltimore County

August 2019

Bachelor of Business Administration in Business Administration

Baruch College - Manhattan, NY

2013

Skills

- Receptionist
- Administrative Assistant
- Outlook
- Data Entry
- MS Office
- Microsoft Excel

- Microsoft Office
- Word
- Cerner
- Venipuncture
- Epic
- Medication Administration
- Nursing
- Critical Care Experience
- EMR Systems
- Hospital Experience

Certifications and Licenses

Licensed Practical Nurse

September 2019 to January 2020

lic number: LP54743

Advanced Cardiovascular Life Support (ACLS)

July 2020 to July 2022

CPR

July 2020 to July 2022

CNA

RN

BLS Certification