

Waltrina Young

Telecommunications Attendant/ Call Center Representative - Memorial Health Medical Center

Savannah, GA 31419

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Authorized to work in the US for any employer

Work Experience

RN Staff Nurse Med/Surg Telemetry

St. Joseph's/Candler - Savannah, GA

2021 to Present

Psych Nurse

Nursing Assessments

Telemetry Monitoring

Wound care

Lab testing (blood draw, COVID nasal swab)

Tracheotomy Care

Ostomy Care

NG Tube

Rectal Tube Care

Peg-tube Feedings

Rehab

Post-operative Care

Blood Glucose Monitoring

Central/PICC/Chest Port Care and Medication Administration

Urinary catheter insertion and care

Physician communication and updates

Telecommunications Attendant/ Call Center Representative

Memorial Health Medical Center

February 2017 to March 2018

Coordinate communication between ER physicians, physician practices, nurses, and other staff member

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Knowledge of medical terminology • File patient documents for medical records department • Handle heavy

call volumes and assist patients and visitors with questions/ concerns • Schedule physician services

St. Joseph's Emergency Department Nursing Unit Clerk

St. Joseph's/ Candler Hospital

December 2014 to December 2015

Coordinate communication between ER physicians, physician practices, nurses, and other staff member

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Knowledge of medical terminology • File patient documents for medical records department • Handle heavy call volumes and assist patients and visitors with questions/ concerns • Transcribe physician orders and schedule physician services

Volunteer Patient Advocate

St. Mary's Community Center - Savannah, GA
January 2014 to May 2014

- Assist patients with the retrieval of benefits according to their specified needs. • Assist patients with knowledge medical resources available within the community. • Record, scan, copy, and file patient documents
- Assist patients in the Eye Care Clinic • Data Entry

Clerk

Derst Baking Company - Savannah, GA
May 2012 to August 2013

Point-of-sale and handheld computer operator • File and complete daily sales paperwork • Process incoming shipment and input data into POS and handheld • Complete/drop bank deposit monies • Complete employee time cards and mileage sheets • Open/close store • Process customer orders via telephone and in-person

Assistant Manager

Rack Room Shoes - Savannah, GA
March 2008 to December 2010

Open/close store • Customer service and suggestive selling • Ability to coach team members and team members schedules • Supervision of employees and ability to delegate tasks • Analyzes issues and develop strategies

Education

Associate in Nursing (Registered Nurse)

College of Coastal Georgia - Brunswick, GA
May 2021

Bachelor's in Healthcare Administration

Armstrong Atlantic State University - Savannah, GA
August 2010 to December 2014

Nursing Licenses

RN

Expires: January 2025
State: GA

Skills

- CUSTOMER SERVICE (10+ years)
- RECEPTIONIST (2 years)
- RETAIL SALES (10+ years)
- EMR (4 years)
- MAC (4 years)
- Call Center
- Customer Care
- CSR
- Customer Support
- Medical Terminology (5 years)
- Front Desk (2 years)
- Medical Receptionist (1 year)
- HIPAA
- Medical Records
- Retail Management
- Store Management Experience
- Telecommunication
- Transcription
- Anatomy Knowledge
- Hospital Experience
- Medical Office Experience
- Patient Care
- Supervising Experience
- Epic
- Vital Signs
- Physiology Knowledge
- Triage
- Insurance Verification
- Nursing
- Medication Administration
- Tube Feeding
- Laboratory Experience
- Experience Administering Injections
- Venipuncture

Certifications and Licenses

BLS for Healthcare Providers

RN

AED Certification

CPR Certification

Assessments

Nursing assistant skills — Expert

March 2020

Providing nursing aid to patients using knowledge of relevant equipment and procedures.

Full results: [Expert](#)

Work style: Reliability — Highly Proficient

June 2020

Tendency to be dependable and come to work

Full results: [Highly Proficient](#)

Medical terminology — Expert

June 2020

Understanding and using medical terminology

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

- Over 9 years of experience in customer service/retail industries
- Experience in Electronic Medical Record (EMR)
- 2 years of retail store management
- Effective communication on inter-professional teams to achieve personal/team goals
- Proficient in Microsoft Office and MAC
- Effective planning and organization