

Lavinia M Guillen

11237 Chaney Drive
Machesney Park, IL, Illinois 61115
(608) 214-7779
laviniaguillen@yahoo.com

PROFESSIONAL SUMMARY

CNA working for a 75-bed rehabilitation facility offering long term care, nursing care, and hospices services

Over 10 years experiences as an Interpreter for different settings like hospital. schools, and law enforcement

5 years experiences as an Insurance Agent selling Medicare Advantage, Medicare Supplement, prescriptions drugs plans and dental and vision plans.

SKILLS

Bilingual English and Spanish

Communication

Reliable

Goal Oriented

Flexible

Compassionate

kind

Trustworthy

Fully Vaccinated

WORK EXPERIENCE

12/2021 **Fair Oak Rehabilitation And Health Center**

to South Beloit, Illinois

present CNA

- Administer medications or treatments, such as catheterizations, suppositories, irrigations, enemas, massages, or douches, as directed by a physician or nurse.
- Answer patient call signals, signal lights, bells, or intercom systems to determine patients' needs.
- Apply clean dressings, slings, stockings, or support bandages, under direction of nurse or physician.
- Change bed linens or make beds.
- Collect specimens, such as urine, feces, or sputum.
- Feed patients or assist patients to eat or drink.
- Gather information from caregivers, nurses, or physicians about patient

condition, treatment plans, or appropriate activities.

- Measure and record food and liquid intake or urinary and fecal output, reporting changes to medical or nursing staff.
- Prepare or serve food trays.
- Record height or weight of patients.
- Record vital signs, such as temperature, blood pressure, pulse, or respiration rate, as directed by medical or nursing staff.
- Undress, wash, and dress patients who are unable to do so for themselves.
- Wash, groom, shave, or drape patients to prepare them for surgery, treatment, or examination.
- Supply, collect, or empty bedpans.
- Review patients' dietary restrictions, food allergies, and preferences to ensure patient receives appropriate diet.
- Remind patients to take medications or nutritional supplements.
- Document or otherwise report observations of patient behavior, complaints, or physical symptoms to nurses.
- Communicate with patients to ascertain feelings or need for assistance or social and emotional support.

7/2021 **Combined Insurance**

to Chicago, Illinois

12/2021 Insurance Agent

- Calculate premiums and establish payment method.
- Attend meetings, seminars and programs to learn about new products and services, learn new skills, and receive technical assistance in developing new accounts.
- Customize insurance programs to suit individual customers, often covering a variety of risks.
- Develop marketing strategies to compete with other individuals or companies who sell insurance.
- Contact underwriter and submit forms to obtain binder coverage.
- Confer with clients to obtain and provide information when claims are made on a policy.

4/2021 **E-Telequote Insurance**

to Monroe, Wisconsin

7/2021 Bilingual Broker Insurance

- Attend meetings, seminars and programs to learn about new products and services, learn new skills, and receive technical assistance in developing new accounts.
- Calculate premiums and establish payment method.
- Explain features, advantages and disadvantages of various policies to

promote sale of insurance plans.

- Customize insurance programs to suit individual customers, often covering a variety of risks.
- Call on policyholders to deliver and explain policy, to analyze insurance program and suggest additions or changes, or to change beneficiaries.
- Interview prospective clients to obtain data about their financial resources and needs, the physical condition of the person or property to be insured, and to discuss any existing coverage.

6/2019 **Humana Marketpoint**

to Waukesha, Wisconsin

4/2021 Bilingual Field Agent

- Attend meetings, seminars and programs to learn about new products and services, learn new skills, and receive technical assistance in developing new accounts.
- Calculate premiums and establish payment method.
- Call on policyholders to deliver and explain policy, to analyze insurance program and suggest additions or changes, or to change beneficiaries.
- Customize insurance programs to suit individual customers, often covering a variety of risks.
- Develop marketing strategies to compete with other individuals or companies who sell insurance.
- Explain features, advantages and disadvantages of various policies to promote sale of insurance plans.

8/2017 **Humana DMS**

to Middleton, Wisconsin

6/2019 Insurance Agent

- Explain features, advantages and disadvantages of various policies to promote sale of insurance plans.
- Ensure that policy requirements are fulfilled, including any necessary medical examinations and the completion of appropriate forms.
- Develop marketing strategies to compete with other individuals or companies who sell insurance.
- Customize insurance programs to suit individual customers, often covering a variety of risks.
- Call on policyholders to deliver and explain policy, to analyze insurance program and suggest additions or changes, or to change beneficiaries.
- Calculate premiums and establish payment method.
- Attend meetings, seminars and programs to learn about new products and services, learn new skills, and receive technical assistance in developing new accounts.

3/2017 **Bankers Life Insurance**
to Madison, Wisconsin
8/2017 Insurance Agent

- Attend meetings, seminars and programs to learn about new products and services, learn new skills, and receive technical assistance in developing new accounts.
- Calculate premiums and establish payment method.
- Customize insurance programs to suit individual customers, often covering a variety of risks.
- Contact underwriter and submit forms to obtain binder coverage.
- Confer with clients to obtain and provide information when claims are made on a policy.
- Call on policyholders to deliver and explain policy, to analyze insurance program and suggest additions or changes, or to change beneficiaries.
- Explain features, advantages and disadvantages of various policies to promote sale of insurance plans.

4/2011 **Monroe Clinic**
to Monroe, Wisconsin
3/2017 Medical Interpreter

- Check translations of technical terms and terminology to ensure that they are accurate and remain consistent throughout translation revisions.
- Compile information on content and context of information to be translated and on intended audience.
- Compile terminology and information to be used in translations, including technical terms such as those for legal or medical material.
- Educate students, parents, staff, and teachers about the roles and functions of educational interpreters.
- Follow ethical codes that protect the confidentiality of information.
- Adapt translations to students' cognitive and grade levels, collaborating with educational team members as necessary.

CERTIFICATIONS, LICENSES, AWARDS

Life and Health Insurance Licenses
Medical Interpreter Level 1 and 2
Medical Terminology
Illinois Nurse Aide Certificate
CPR Certificate
BSL Certificate

EDUCATION

12/2021 **Illinois Institute Of Nursing Studies, INC**
to Certified Nursing Assistant Program
1/2022 Illinois Nurse Aide Certificate