

Elley Joy Martinez

Suamico, WI

elleyjoymartinez6_uaa@indeedemail.com

+1 920 883 9458

Work Experience

CNA - Certified Nursing Assistant

Hshs St Mary Hospital - Green Bay, WI

August 2020 to July 2021

- Preserve patient dignity and minimize discomfort while carrying out duties such as bedpan changes, diapering, emptying drainage bags and bathing.
- Display strong clinical skills in assessing vital signs, performing lab draws and glucose checks, and providing pre- and post-operative care
- Ensure the accurate, timely flow of information by maintaining thorough patient records and updating healthcare team on patients' status.
- Complied with HIPAA standards in all patient documentation and interactions.

Customer Service Representative

Associated Bank - Green Bay, WI

June 2018 to March 2020

- Respond to customer inquiries through telephone, e-mail, and/or web chat
- Listen, empathize, and respond to customers issues calmly with confidence
- Assist with the transition of new employees from the classroom to the call floor
- Helping new employees apply their training to meet job expectations
- Received additional training for loans, web chat, private/premier banking, business accounts
- File service requests for customers based on specific situations such as disputes, claims, complaints, technical support, payments, transfers; Follow up with customers with call back and/or e-mail with status or results of service requests.

Server/Bartender

Chili's - Green Bay, WI

October 2017 to March 2018

- Train new waiters and floor staff on guest service expectations, safety procedures, proper food handling, and restaurant protocols
- Answered questions about menu selections and made recommendations when requested
- Accurately recorded orders and partnered with team members to serve food and beverages that exceeded guests' expectations.
- Skillfully anticipated and addressed guests' service needs
- Regularly checked on guests to ensure satisfaction with each food course and beverages

Server/Bartender

Buffalo Wild Wings - Green Bay, WI

May 2017 to October 2017

- Provide warm welcome to Guests and engage Guests in conversations supporting current sports events, other promotional activities and/or their areas of interest
- Make genuine recommendations regarding all menu items
- Write Guest food orders on slips, memorize orders and enter orders into the POS system
- Check Guest identification to ensure they meet minimum age requirements for consumption of alcoholic beverages
- Serve food and/or beverages to Guests to ensure an exceptional dining experience
- Check with Guests to ensure they are enjoying their meals and anticipate any need for corrective action to ensure Guest satisfaction – Inform Managers as needed
- Remove dishes and glasses from tables or counters, and take them to the kitchen for cleaning
- Collect and accurately process Guest payments

Education

College Degree in Nursing

Northeast Wisconsin Technical College - Green Bay, WI

May 2017 to Present

GED

Poway Adult School - Green Bay, WI

June 2013 to June 2013

Skills

- Food Handling
- HIPAA
- Vital Signs
- Patient Care
- Medical Records

Certifications and Licenses

CNA

CPR Certification