

## Melissa S. Sanchez

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4395 Jericho St.  
Denver, CO 80249

(720) 668-6475  
Mismel75@yahoo.com

### **PROFESSIONAL PROFILE**

20+ years' experience in customer service and caregiving; positive work ethic, reliable, trustworthy, hardworking, responsible and on time; effective and creative oral and written communication abilities

### **PROFESSIONAL SKILLS & QUALIFICATIONS**

#### **Customer Service/ Teamwork**

- Kept a communication log between employees about residents to ensure effective caregiving
- Maintained a fast-paced work flow and worked hard to be a productive team member
- Interacted with upset residents by remaining calm and engaging them in alternate activities
- Take and record vital signs, intake and output, ADL's
- Built relationships with a geriatric population by earning their trust and connecting with them about various topics of interests

#### **Organization**

- Able to manage time wisely while producing quality work
- Logged accurate detailed notes about daily activities of residents

#### **Problem Solving**

- Evaluated body language and verbal cues to determine next action after an altercation occurred
- Redirected memory care patients before/after observing a behavior episode

#### **Certifications**

- Certified Nurse Aide ~ 1997
- QMAP ~ 1993, 2015
- First Aide ~ 1993, 2015
- CPR ~ 1993, 2015

### **EMPLOYMENT HISTORY**

**CNA** – BAYADA – 2017-current

**CNA** – Private Homecare Provider – 2017

**CNA** – Green House Homes at Marisol – Loveland, CO – 2015-2017

**House Manager/QMAP** – Shamrock Manor – Ft. Collins, CO - 2015

**CNA/PCP/Scheduling** – Vitality Home Healthcare – Loveland, CO – 2013-2015

**CNA** – Broomfield Skilled Nursing and Rehab – Broomfield, CO – 2013

**CNA/PCP/Scheduler** – Front Range Home Health Care – Loveland, CO – 1995-2000

**QMAP** – Courtyard Assisted Living – Loveland, CO – 1993-1994

**EDUCATIONAL BACKGROUND**

High School Equivalency Diploma ~ 2004

CSU ~ Fort Collins, CO

**REFERENCES**

**Linda Bentley**  
HR  
Supervisor  
(208) 358-7951

**Amber Robinson**  
CNA  
Coworker  
(970) 744-9595

**Pam Rothones**  
RN  
Shift Supervisor  
(970) 646-6513

**Mary Mechem**  
CNA  
Coworker  
(970) 342-0996