

Angela Burke

Des Moines, IA

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Energetic, loyal, responsible, and accountable individual from being a CNA to receptionist to waitress to pig farming; with a steadfast in quality of care.

Authorized to work in the US for any employer

Work Experience

Collector

Radius Global Solutions LLC - Decorah, IA

June 2018 to Present

Inbound and outbound callers.

Outbound calls on dialer system.

Customer service.

Mini miranda. Following state laws. Confidentiality.

Takes payments.

Helps with financial assistance.

LPN (Licensed Practical Nurse)

Evans Memorial Home - Cresco, IA

November 2020 to July 2021

Takes vital signs, records patient's history, administers medications, provides basic wound care, provides immunizations, oversees the nursing assisting personnel, helps assist with patient cares and transfers, monitors input and output and weights, observe patient for adverse reactions or changes in mental status, provides emotional support, enters information and documents properly, provides education to patients and their families.

Server

T-Bocks Sports Bar and Grill - Decorah, IA

December 2014 to June 2018

Provides customer service, greet guests, serve drinks, serve food, handles cash, general cleaning, food prep, dishes, reports to manager. Handles disputes and customer requests.

CNA - Certified Nursing Assistant

Harmony Healthcare Center - Harmony, MN

August 2014 to September 2017

Harmony, MN

* Assisted with ADLs. Observed and documented patient status and reported complaints to charge nurse.

Read

and recorded temperature, pulse, and respiration. Collected urine and fecal samples. Assisted with adequate

nutrition and fluid intake. Cleaned and organized patients' living quarters. Charted daily information on the residents such as mood changes, mobile activity, eating percentages, and daily inputs and outputs. Sensitive to the needs of geriatric patient.

(Aug 2014- Sept 2017 off and on)

Patty Elwood Center- CNA Cresco,

IA

* Patient care for Alzheimer residents. Assisted with ADLs. Observed and documented patient status and reported complaints to charge nurse. Read and recorded temperature, pulse, and respiration. Collected urine

and fecal samples. Assisted with adequate nutrition and fluid intake. Cleaned and organized patients' living

quarters. Charted daily information on the residents such as mood changes, mobile activity, eating percentages, and daily inputs and outputs. Sensitive to the needs of geriatric patient. Provided transportation,

assistance and companionship to clients. Facilitated games and other activities to engage residents.

Positioned

clients for comfort and to prevent skin pressure problems. Tended to patients with chronic illnesses.

Provided

patients and families with emotional support. Exhibited passionate care and communication with the regard

to issues of death and dying. Administered simple range of motion exercises. Promoted continuity of care by accurately and completely communicating to other caregivers the status of patients for which care is provided.

Farrowing Technician

Reicks View Farms - Lawler, IA

October 2015 to August 2016

Maintained biosecurity. Responsible for daily care, health and maintenance for every sow and piglets. Feeding and checking waters. Power washing and room prep. Removal of dead sows or piglets, including euthanizing of sick or runt piglets. Performing piglet processing duties. Providing treatment to sow and piglets (shots and/or spray).

Assist with sow movements, including loading.

Production Worker

Trimark USA - New Hampton, IA

March 2014 to May 2014

Lift 0-50 lbs. Packaging. Ran press, power tools, and other mechanical equipment in finalizing RV door structure part, motorcycle parts, or bus parts. Assembly line. Check product. Verify assembled properly before boxing. Read blue prints. Work in small teams. Use of safety equipment.

ER/Outpatient Receptionist

Regional Health Services of Howard County - Cresco, IA

October 2009 to 2014

Maintained accounts receivable documentation electronically and on paper. Handled cash and deposits using

proper accounting procedures and documentation. Verified that information in the computer system was

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up-to-date and accurate. Organized billing and invoice data and prepared accounts receivable. Recorded and filed patient data and medical records. Strictly followed all federal and state guidelines for release of information. Wrote clear and detailed clinical phone messages for physicians, nurses, and other staff. Directed patient flow during practice hours to minimize patient wait time. Arranged and assisted with hospital admissions. Scheduled patient appointments. Completed registration quickly and cordially for all new patients. Demonstrated knowledge of HIPAA Privacy and Security Regulations by appropriately handling patient information. Confirmed patient information, collected copays, and verified insurance. Retrieved and sent faxes. Organized and maintained files. Kept work desk and waiting area clean and sanitized.

(Oct 2009-Aug 2012)

Education

Nursing

Northeast Iowa Community College-Calmar - Calmar, IA
June 2019 to Present

Associate of Applied Science in Nursing

Kaplan University
2013 to 2014

High school diploma

Winneshiek High School
2008

Skills

- billing (4 years)
- catheter (3 years)
- Energetic (6 years)
- Excellent writing (5 years)
- Call Center (3 years)
- Customer Service (10+ years)
- HIPAA
- Medical Terminology
- Nursing

Certifications and Licenses

Certified Nursing Assistant (CNA)

April 2008 to March 2020

LPN

January 2021 to December 2021

Assessments

Patient-focused care — Expert

September 2021

Responding to patient concerns with sensitivity

Full results: [Expert](#)

Attention to detail — Highly Proficient

December 2021

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Highly Proficient](#)

Medical terminology — Highly Proficient

December 2021

Understanding and using medical terminology

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

Skills

Trained in in- and out-patient care. Flow sheet charting. Colostomy care familiarity. Record-keeping.

Accounts

payable. Excellent writing skills. Billing. Independent worker. Time management. Understands mobility assistance needs. Charting expertise. Understands medical procedures. Trained in grooming and bathing

assistance. Trained in catheter change and preparation. Calm and level-headed under duress. Medical terminology knowledge. General housekeeping ability. Active listening skills. Friendly and outgoing.

Attention to

detail. Exceptionally organized. Relationship building. Highly responsible and reliable. Works well under

pressure. Exceptional interpersonal skills. Upbeat and positive. Energetic work attitude. Courteous demeanor.