

EL-Karine Elmera

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SUMMARY

I am an ambitious, hardworking, professional seeking to expand my skill sets and professional network. I have pursued my Bachelors Degree in Psychology as well as an Associates in Nursing and I am looking to seek employment to broaden my horizon. I am a team player who welcomes any challenge.

SKILLS

- Professionalism
- Critical Thinking
- BLS & CPR Certified
- Patient Monitoring
- HIPAA Compliance
- Medication Administration
- Reporting & Documentation
- New Patient Assessment
- Efficient Vital Taking
- Problem-solving abilities
- Leadership Abilities
- Time Management & Prioritization
- Charting
- Quality Nursing Care
- Patient & Family Relations

EDUCATION AND TRAINING

Bachelor of Arts Psychology, Kean University, Union NJ, May 2018

Associate of Applied Science Nursing, Eastern International College - Belleville, Belleville NJ, August 2021

EXPERIENCE

Nurse, Maximum Day Services, Jan 2021-Present Owings Mills, MD

- Create daily consults for all MD within the office
- Pass out morning and afternoon medication for all clients.
- Performs nursing assessment to gather data and information based on clients needs
- Closely monitor clients at day programs to ensure proper care and safety at all times.
- Administer medications, immunizations, and apply sterile dressings.
- Document clinical status, medications, procedures, and patient conditions
- Prepare equipment and assist physicians during examinations, treatments and procedures

Customer Relations Representative/Dispatcher, On Time Ambulance , April 2021-August 2021 Roselle, NJ

- Answered inbound calls from clients requesting pick-up trips
- Handled between 30-35 calls per day and directed to individuals or departments necessary
- Verified client's health insurance
- Entered, organized, and ensured accuracy of client data and personal information into software systems
- Evaluated benefits for each caller to determine service needs and address concerns.
- Maintained high satisfaction rating with customers by providing exceptional service and support.

Substitute Teacher, Kelly Education (Insight Workforce Solutions), June 2013-June 2020 Cherry Hill, NJ

- Enforced classroom routines to keep students on schedule and operating at a consistent level.
- Implemented lesson plans assigned by classroom teachers to educate students about key concepts.
- Tailored instruction to meet all students needs
- Assessed student's learning both formally and informally

- Taught lesson plans created by permanent teacher
- Maintained effective classroom management
- Filed necessary paperwork within a paperless environment

**Front Desk Receptionist/Floater, Little Hearts Learning Center, December 2018-April 2019
Plainfield, NJ**

- Supervised classroom in Teacher Assistant's absence
- Assigned work assignments to employees and fielded any questions that may arise
- Hosted client tours
- Managed NJ E-Child Care System and process manually vouchers when necessary
- Worked in conjunction with Community Coordinated Child Care Agency to ensure parents have subsidized child care
- Handled payment processing and provided customers with receipts and proper bills and change.
- Welcomed patrons to the front desk and engaged in friendly conversations while conducting the check-in process.
- Signed for packages, recorded deliveries and distributed to personnel.

**Customer Relations Representative, Programs For Parents, November 2013-December 2018
Newark, NJ**

- Entered, organized, and ensured accuracy of data across multiple systems to enable effective communication with clients and providers
- Responded to client calls promptly and professionally in a high-volume inbound call center
- Performed necessary research in an effort to effectively and efficiently answer client concerns.
- Ensured that existing participants comply with the program regulations in order to qualify for childcare
- Upheld strict quality control policies and procedures during customer interactions.
- Escalated customer concerns, store issues and inventory requirements to supervisors.

**Production Clerical and Logistics Representative, Colgate Palmolive Co, July 2009-October 2013
Morristown, NJ**

- Understands and is accountable for full compliance of all Quality and EOHS guidelines are met.
- Unload and inspects, samples and test inbound trailers and transfer materials and supplies to storage, processing and finishing areas as needed using required equipment
- Confirm in-house availability of raw and packing materials for current and next runs understanding schedule and demand plans
- Coordinate with upstream and downstream processes by working with others in planning, warehouse, receiving and vendor representatives to ensure availability of materials
- Complete all appropriate Warehouse Management System (WMS) and Forklift Terminals/RF transactions for receiving, transferring and shipping of materials and finished product
- Proficient with computers, software, and data processing
- Demonstrated competency of Attention to Detail, Work Standards, Initiative and Managing Work
- Demonstrated competency in problem solving/decision making, effective communication, results oriented, and job fit

ACTIVITIES AND HONORS

Member of HSA- Haitian Student Association where we come together and meet twice a year and give back to the community. There we brainstorm ideas and hold meetings several times throughout the year to come together on how we can help the less fortunate back in Haiti. I am also a part of a nonprofit organization called Be the change in which I give back to those families that are in need. This year I have really gotten the chance to help those families affected by covid by distributing clothes, food, supplies, toys etc.