

# Alexandria Naylor

## **CURRENTLY LPN - old resume**

Iowa City, IA 52240

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Detail-oriented nurse aide with over four years of long term care experience. Looking to utilize my impressive work ethic, friendly nature and excellent patient interaction skills to enhance the lives of residents. While being dedicated to quality care, I am also highly organized with strong phone skills.

Authorized to work in the US for any employer

## Work Experience

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### **Manager**

Mosleys BBQ - North Liberty, IA

July 2019 to Present

Help manage north liberty location by helping customers, answering their questions and concerns. Booking parties, catering & events. Liquor, beer, meat & other food orders. Supervise staff & kitchen

- Responsible for running restaurant

### **OMT**

Iowa city rehab & health care - Iowa City, IA

March 2019 to Present

pass medications, take vitals & communicate between pharmacy & nurse. Strong pharmacology skills & great communication

### **Vibrant**

Home Health Aid - West Des Moines, IA

January 2019 to April 2019

Assist Clients with balancing finances

Bathed patients and assisted with personal care • shopping for food and other household requirements

• Supports patients by providing housekeeping and laundry services • Transported and administered certain medications to clients • Educated clients on at-home care that they were capable of doing • Facilitated healthy relationships between clients and other team members • Motivated clients to perform routine tasks that they were capable of to improve their health status.

• Recorded and organized all patient medical documentation • Traveled within a range of 35 miles to visit clients on a daily basis • Worked with clients to develop personalized care and treatment plans tailored to their particular needs.

• Addressed client concerns about their health situation.

• preparing and serving meals and snack

### **Home Health Aide**

Spirit Home Care - Urbandale, IA

October 2018 to January 2019

• Addressed client concerns about their health situation.

- Bathed patients and assisted with personal care.
- Communicated with other medical professionals and social workers regarding client progress and needs.
- Educated clients on at-home care that they were capable of doing.
- Facilitated healthy relationships between clients and other team members.
- Motivated clients to perform routine tasks that they were capable of to improve their health status.
- Recorded and organized all patient medical documentation.
- Traveled within a range of 35 miles to visit clients on a daily basis.
- Worked with an average of seven of clients per week • Transported and administered certain medications to clients.

## **Server**

Beck's Taproom Grill - Waterloo, IA

May 2018 to August 2018

- Assisted hosts and hostesses with seating of guests during rush times.
- Calculated check amounts and split checks when parties requested separate checks.
- Completed all side work after completion of dining service • Completed an entire food service and training course when hired as a restaurant server.
- Delivered outstanding customer service by serving food and drinks to guests.
- Demonstrated responsible alcohol serving practices by checking guest identification and ensuring that guests were not over served.
- Effectively maintained a clean working environment during shift.
- Ensured all meals served to patrons met quality standards.
- Helped resolve guest problems by remaining positive, friendly and respectful.
- Memorized an extensive menu of over 30 food items, 35 drinks and all ingredients.
- Practiced safe food handling procedures by washing hands regularly and using gloves when preparing salads or desserts.
- Recommended entrée or drink choices to guests by listening to their preferences and concerns.

## **Receptionist**

Carousel Audi Iowa City - Iowa City, IA

May 2018 to August 2018

- Arranged schedules for management to meet with clients and business partners.
- Composed, sent, received, and distributed correspondence through letters and emails.
- Handled customer questions and complaints with professional courtesy.
- Juggled answering phones while attending to clients in person.
- Organized and managed customer invoices and payments.
- Answering calls and transferring them to the appropriate service departments • Managed dictations and transcribed them for management.
- Created and organized training materials for various office positions.

## **evening aide**

C.N.A. Towne Nursing Staff

August 2017 to August 2018

for a 40+ bed facility and completed nightly rounds.

- Worked at numerous long term care/assisted living facilities to fill short staffed shifts • Assisted nursing home residents with daily living and recreational activities.

- Administered care to elderly patients in a long-term care facility. Duties included bathing, feeding, grooming, dressing and elimination.
- Maintained patient records, monitored vitals and reported to supervising nurse.
- Operated lift mechanisms to assist patients with showering and dressing.
- Performed light housekeeping duties as part of a comprehensive in-home care plan.
- Responded promptly to all call lights in a long-term facility consisting of 40+ beds.
- Utilized proper lift techniques to transfer patients from chair to bed.
- Worked with housekeeping staff to ensure all rooms and public areas were sanitary.
- Greeted patients, served meals, cleaned rooms and ensured a positive living experienced for long-term care residents.

### **evening aide**

C.N.A. Parkview Manor - Wellman, IA

October 2016 to May 2018

Wellman, IA October 2016 - May 2018 • Assisted nursing home residents with daily living and recreational activities.

- Served as the evening aide for a 50 bed facility and completed nightly rounds.
- Administered care to elderly patients in a long-term care facility. Duties included bathing, feeding, grooming, dressing and elimination.
- Greeted patients, served meals, cleaned rooms and ensured a positive living experienced for long-term care residents.
- Maintained patient records, monitored vitals and reported to supervising nurse.
- Operated lift mechanisms to assist patients with showering and dressing.
- Responded promptly to all call lights in a long-term facility consisting of 50+ beds.
- Utilized proper lift techniques to transfer patients from chair to bed.
- Worked with housekeeping staff to ensure all rooms and public areas were sanitary.
- Feed residents and serve meal trays • Catheter & colostomy care • Assisted upper management and nursing staff with menu planning for each new resident.
- Cleaning Wheel Chairs, Stocking briefs, wipes, bed pads, etc on 3rd shift

### **Shift Manager**

C.N.A. Parkview Manor - Cedar Rapids, IA

January 2017 to November 2017

- Audited selected phone calls to ensure quality of service provided.
- Handled and resolved escalated customer complaints.
- Hired and trained new employees on an as needed basis.
- Identified breakdowns in performance or communication and implemented fixes.
- Implemented employee guidelines to create a safe work environment for everyone on the team.
- Calculated check amounts and split checks when parties requested separate checks.
- Delivered outstanding customer service by serving food and drinks to guests.
- Demonstrated responsible alcohol serving practices by checking guest identification and ensuring that guests were not over served.
- Ensured all meals served to patrons met quality standards.
- Helped resolve guest problems by remaining positive, friendly and respectful.
- Memorized an extensive menu of over 20+ food items, 15 drinks and all ingredients.
- Recommended entrée or drink choices to guests by listening to their preferences and concerns.
- Assisted hosts and hostesses with seating of guests during rush times.

## **Certified Nurses Assistant**

PRN Staffing - Cedar Rapids, IA

December 2016 to August 2017

- Served as the evening aide for a 40-55+ bed facility and completed nightly rounds.
- Staff at various facilities across the Iowa City, Coralville & Cedar Rapids surrounding areas • Administered care to elderly patients in a long-term care facility. Duties included bathing, feeding, grooming, dressing and elimination.
- Assisted nursing home residents with daily living and recreational activities.
- Greeted patients, served meals, cleaned rooms and ensured a positive living experienced for long-term care residents.
- Maintained patient records, monitored vitals and reported to supervising nurse.
- Operated lift mechanisms to assist patients with showering and dressing.
- Performed light housekeeping duties as part of a comprehensive in-home care plan.
- Responded promptly to all call lights in a long-term facility consisting of 40-55+ beds.
- Utilized proper lift techniques to transfer patients from chair to bed.

## **Server**

Kalona Family Restaurant - Kalona, IA

September 2013 to August 2017

- Assisted hosts and hostesses with seating of guests during rush times.
- Calculated check amounts and split checks when parties requested separate checks.
- Completed all side work after completion of dining service.
- Completed an entire food service and training course when hired as a restaurant server.
- Delivered outstanding customer service by serving food and drinks to guests.
- Effectively maintained a clean working environment during shift.
- Ensured all meals served to patrons met quality standards.
- Helped resolve guest problems by remaining positive, friendly and respectful.
- Memorized an extensive menu of over 30+ food items, 10 drinks and all ingredients.
- Practiced safe food handling procedures by washing hands regularly and using gloves when preparing salads or desserts.
- Recommended entrée or drink choices to guests by listening to their preferences and concerns.
- Used the point of sale, or POS, system to place orders and print checks.
- Cleaned and organized tableware.
- Cleaned food preparation areas including equipment.
- Cleared customer tables and prepared them for next customers.
- Arranged food and orders to keep service flowing smoothly.
- Closed out cash registers, prepared financial statements for upper management and made nightly deposits.
- Identified customer concerns, passed the information on and aided in resolving conflict.
- Implemented programs to help team members see eye to eye and defuse stressful situations.
- Interacted and communicated easily with customers, coworkers and management.
- Processed orders to prepare them to be served to the customer.
- Swept and mopped dining areas, food preparation areas, halls and restrooms.
- Trained new employees to help them be efficient and customer service oriented.
- Worked efficiently with a team for optimum customer satisfaction.
- Emptied trash and recycled paper, plastic, and glass refuse.
- Educated customers on what certain dishes were to help them request the best order.
- Folded and sorted linens and other laundry materials.

- Organized objects in order to present a neat appearance.

## **Receptionist**

Kalona YMCA - Kalona, IA

September 2014 to July 2017

- Composed, sent, received, and distributed correspondence through letters and emails.
- Created and organized training materials for various office positions.
- Handled customer questions and complaints with professional courtesy.
- Juggled answering phones while attending to clients in person.
- Organized and managed customer invoices and payments.
- Oversaw training of new hires in the office.
- Prepared weekly logs of business activity.
- Dealt with unhappy or belligerent customers with a calm voice and manner.
- Found creative solutions to resolving diverse customer problems.
- Issued visitor passes as required by office policy -- and recognized when a visitor should not be allowed access to interior offices.
- Juggled multiple tasks at the same time and completed them quickly.
- Maintained a clean waiting room, watering plants and cycling out reading material.
- Maintained well-groomed appearance as a company representative to reflect professional demeanor.
- Answered caller or visitor inquiries on a huge variety of topics.
- Cleaned carpets and other flooring types.
- Cleaned glass surfaces, including windows and doors, removing fingerprints and smudges.
- Cleaned restrooms consistently, including toilets and sinks.
- Performed vacuuming, sweeping, and mopping.
- Removed trash on a tight schedule.
- Replenished paper towel dispensers in all restrooms.
- Utilized detergents and hand operated cleaning equipment.
- Mopped floors and placed warning signs.
- Maintained sports team and athletic programs.
- Analyzed athletic performance for each player and provided athletes with tips for improvement.
- Acknowledged customer issues and resolved their problems quickly and efficiently.
- Sanitize work-out equipment • Wash Towels • Umpire Slow Pitch • Coach T-ball • Run concession Stand

## Education

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### **Diploma**

Mid-Prairie Senior High School - Wellman, IA

May 2016

### **C.N.A.**

Kirkwood Community College - Cedar Rapids, IA

December 2015

Academic All-State Twice

## Skills

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- Senior Care
- Home Care
- Nursing
- Microsoft Word
- Caregiving
- EMR Systems
- Medication Administration

## Awards

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### **Academic All-State**

August 2015

## Certifications and Licenses

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### **CPR**

July 2018 to July 2020

### **CNA**

### **BLS Certification**

## Assessments

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### **Nursing Aide Skills — Proficient**

March 2019

Measures a candidate's ability to provide nursing aid to patients using knowledge of relevant equipment and procedures.

Full results: [Proficient](#)

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