Rachel Roos

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Objective

* To secure a job as a healthcare professional and contribute to a positive work environment.

Education

Practical Nursing (LPN)| Graduated May 2022| Kirkwood community college

* Major: Nursing
* Dean’s list member
* Phi Theta Kapa Honors Society Member-Kirkwood Chapter
* Covid vaccination clinic participant-Linn County Public Health 2021
* Mentor program participant (my mentor-Laurie Simmons RN, Phd)

Associates of Applied Science Degree| Graduated February 2020 | Kirkwood community college

* Major: Applied Science
* Dean’s list member
* Phi Theta Kappa Honors Society Member-Kirkwood Chapter

Associates of Arts Degree| Graduated February 2013 | Hawkeye community college

* Major: Liberal Arts
* Dean’s list member
* Completed honor-level courses
* Phi Theta Kappa Honors Society Member-Hawkeye Chapter

**Certifications**

* Licensed Practical Nurse License # P65358
* Certified Nursing Assistant 2019 - ID #195662
* BLS Certified-2020
* Mandatory Reporter for Dependent Adult and Child Abuse-2022
* Dementia Training-8 hours-2019

**Qualifications**

* Nursing graduate, with long-term health care experience
* Clinic rotation-Otorhinolaryngology, University of Iowa Hospitals and Clinics, Iowa City, IA 2022
* Clinic rotation-Telemetry, Mercy Iowa City, Iowa City, IA 2021
* Covid-19 training and experience
* Proficient in Microsoft Office (Outlook, Word, Excel, Access, and PowerPoint)
* Database knowledge
* Understanding of multi-line phone systems
* Exceptional customer service skills, with over 10 years of experience

Experience

Certified Nursing Assistant| Briarwood Health care Center, Iowa City, iowa |April 2020 to September 2020

* Assist with ADLs
* Communicate with healthcare team members
* Provide quality customer service to each resident and family members
* Skilled nursing experience
* Computer charting and documentation
* Follow rehabilitation care plans instructed by physical and occupational therapists
* Covid-19 training

Certified Nursing Assistant| Windmill manor, Coralville, iowa |June 2019 to September 2019

* Assist with ADLs
* Communicate with healthcare team members
* Provide quality customer service to each resident and family members
* Skilled nursing experience
* Computer charting and documentation
* Follow rehabilitation care plans instructed by physical and occupational therapists
* Memory care experience/dementia training certification
* Multi-system phone lines

Bartender/Server | 2 dogs pub-iowa city, iowa | march 2015 to July 2016

* Customer Service
* Preparing quality cocktails and food
* Extensive craft beer and wine knowledge
* Supervised front of house staff in evenings
* Effectively evaluated and solved customer complaints with successful results
* POS system expert (Aloha)
* Operated phones (to-go orders, customer inquiries, vendors)
* Managing money and end of day reports
* Minor cleaning and stocking

bartender/server | the other place-waterloo, Iowa | November 2012 to September 2014

* Customer Service
* Preparing quality cocktails and food
* Craft beer and wine knowledge
* POS system expert (Silverware)
* Managing money
* Minor cleaning and stocking