

Resume 674

OBJECTIVE:

Highly motivated, dedicated, and compassionate professional to obtain a position with your company as a *CNA, HHA, PCA, or other position as applicable in the Healthcare or Human Services industries as applicable*, utilizing my extensive skills, training, and experience

SUMMARY OF QUALIFICATIONS:

- Over 20 years' experience as a CNA providing acute nursing care for up to 10 residents/patients per shift in various nursing home settings, including post-op rehab wing, skilled nursing, and long-term memory care
- Regards resident/patient confidentiality seriously and complies with all HIPAA laws and regulations
- Experienced training new personnel upon request by supervisors, including acting as a senior CNA, delegating work orders to gauge comprehension of job duties and responsibilities, monitoring all work activities for quality care, expediency, safety, and proper employee/resident interactions, conducting performance evaluations, and consulting with upper management for employee status/progress reports
- Over 9 years' experience in several managerial roles in the restaurant/fast food industry, overseeing shift operations, supervising up to 15 crew members, and ensuring that restaurant food and services met and/or exceeded all customer expectations
- Proficient with most aspects of workforce development including assisting with interviewing and hiring, training, mentoring, scheduling, delegating work orders, monitoring all work activities for quality, expediency, safety, and proper employee/customer interactions, conducting performance evaluations, implementing disciplinary measures, and consulting with upper management for employee status/progress reports
- Over 20 years' experience in sales and providing uncompromising highest standards of customer service in healthcare, fast food, convenience store, and take-out pizzeria industries, assisting customers with their product/service selections, offering intelligent solutions customized to individual needs, and resolving issues to their complete satisfaction
- Strong record of providing personable and professional service
- Operates credit card readers, POS systems, and cash registers, cashing-out customers' orders, returning exact change as needed, and maintaining balanced drawers
- Excellent communications, math, analytical, and problem-solving skills
- Establishes rapport quickly with a diverse population, forging strong, long-lasting business or clinical relationships
- Multi-tasks effectively, learns new systems quickly, and completes all projects on or ahead of critical deadlines
- Familiar with using computers, Windows, Internet research, and email
- Dependable, conscientious and cooperative colleague working well in any work setting
- Maintains clean and orderly work spaces at all times
- Works well independently or collaboratively in a team environment

PROFESSIONAL HISTORY:

01/21 – 10/21 *Housekeeper*

Best Western, McMinnville, TN

- Take and receive customer orders, slice and package meats and cheese following proper food safety guidelines.
- Responsible for maintaining a clean and sanitized work environment based on strict rules and regulations regard food safety processing.
- Provide knowledgeable information regarding the various types of meats and cheeses offered in the deli.

03/20 – 11/20 *Deli Associate*

Giant Eagle, Bradford, PA

- Take and receive customer orders, slice and package meats and cheese following proper food safety guidelines.
- Responsible for maintaining a clean and sanitized work environment based on strict rules and regulations regard food safety processing.
- Provide knowledgeable information regarding the various types of meats and cheeses offered in the deli.

11/18 – 03/20 **Sales Associate**

7 Eleven, Niagara Falls, NY

- Provide outstanding customer service experience for all guests throughout their shopping experience.
- Efficiently perform all cash register duties that include cashing out customers, giving appropriate change when necessary, and maintaining and balanced drawer each shift.
- Responsible for forecasting, ordering, stocking merchandise, and vendor check ins utilizing hand held scanners and MOTS.

06/16 – 01/18 **Shift Manager**

McDonald's, Tonawanda, NY

- Supervised up to 15 employees per shift including assisting with interviewing, hiring, training, scheduling, delegating work orders, monitoring all work activities and employee/customer interactions, conducting performance evaluations, implementing disciplinary measures, and consulting with upper management for employee status/progress reports
- Ensured that restaurant quality standards were met or exceeded at all times to keep customers satisfied and encourage repeat business
- Resolved all customers' issues to their complete satisfaction

04/09 – 06/16 **Shift Leader**

Subway, Tonawanda & Lockport, NY

- Supervised 4 employees in a fast-paced sub shop ensuring accuracy with customer orders and keeping all areas neat, clean, and sanitized
- Opened and closed the store as scheduled or on-call, 24/7, for emergency response
- Prepared and made bank deposits up to \$3K
- Greeted customers entering the restaurant and received their breakfast, lunch, and dinner orders
- Performed cashier duties, cashing-out customers processing credit cards or receiving cash

08/14 – 06/16 **CNA**

Weinberg Campus, Amherst, NY

- Performed all phases of daily patient monitoring and care for up to 10 residents (feeding, bathing, dressing, blood pressure readings, measuring fluids, transporting residents, recording daily patient activity reports, range of motion, etc.), predominantly assisting residents with Alzheimer's, Parkinson's, and dementia
- Recorded intake and out-take information/measurements
- Utilized Hoyer lifts to move patients
- Assisted residents playing games and creating crafts
- Escorted residents to activities, dining and appointments

EDUCATION, TRAINING & ACHIEVEMENTS:

Certified Nursing Assistant

Beechwood Nursing Home, Getzville, NY

GED

Tonawanda High School, Tonawanda, NY