

# Resume 680

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## Objective

Highly-motivated and results-oriented professional to secure a position with your company or organization as a *Customer Service Representative* or other position as applicable, utilizing my skills, training, and experience

## Summary of Qualifications

- Over 12 years' experience as a HHA or PCA providing excellent acute patient care in various in-home living settings for a wide range of patients with various conditions such as geriatric patients, Alzheimer's, dementia, TBI, and more
- Establishes rapport with a diverse customer population, forging long-lasting professional relationships, encouraging future business transactions, and loyal referrals
- Empathetic, motivated and passionate about helping others, can adapt to meet needs of clients
- Trains new personnel upon supervisor requests, including providing plant orientation, delegating work orders, monitoring all work activities for quality, expediency, and safety, conducting performance evaluations with written reports, and consulting with upper management for employee status/progress reports
- Proficient recording patient information, taking vital signs, intakes, taking blood pressure, temperatures, weight, closely monitoring all patients, and more
- Practices patient information confidentiality and complies with all HIPAA laws/regulations
- Knowledgeable with basic medical and psychological terminologies
- Strong communications, math, analytical, and problem-solving skills
- Experienced using computers, Windows, MS Office, data entry, Internet, and email
- Multi-tasks efficiently, learns new systems quickly, and completes all projects/assignments ahead of critical deadlines
- Works well independently or in a team environment

## Professional Experience

01/2020 to 07/2022

### *Home Care Aide*

Edison Home Care, Buffalo, NY

- Provided patients with help moving in and out of beds, baths, or automobiles and with dressing and grooming.
- Cared for patients by changing bed linens, washing and ironing laundry, cleaning, or assisting with their personal care.
- Entertained, conversed with, or read aloud to patient to keep them mentally healthy and alert.
- Administered prescribed oral medications, under the written direction of physician or as directed by home care nurse or aide, and ensure patients take their medicine.
- Accompanied patient to doctors' offices or on other trips outside the home, providing transportation, assistance, and companionship.

08/2017 to 07/2020

### *Inspection / Packaging*

Fresenius Kabi, Grand Island, NY

- Controlled or operated chemical processes or systems of machines, control boards, or semi-automatic equipment.
- Recorded inspection or test data, such as weights, temperatures, grades, or moisture content, and quantities inspected.
- Checked arriving materials to ensure that they match purchase orders, submitting discrepancy reports as necessary.
- Weigh materials, products, containers, or samples to verify packaging weights or ingredient quantities.
- Recorded product, packaging, and order information on specified forms and records.

05/2015 to 03/2016

### *Personal Care Aide (PCA)*

HANCI Homecare, Niagara Falls, NY

- Daily care of in-home patients with physical and mental disabilities (bathing, preparing meals and feeding, dressing, bathroom assistance, transporting, exercise/activities, etc.)
- Maintained all aspects of patient's sanitary conditions
- Recorded intake and out-take information/measurements
- Assisted in transporting and accompanied patient to and from medical and other necessary appointments
- Assisted in maintaining individual's daily living and quality of life constantly monitoring for safety and well-being

06/2015 to 03/2016

### *Personal Care Aide (PCA)*

Will Care Home Care, Niagara Falls, NY

- Daily care of in-home geriatric patients with various conditions (bathing, preparing meals and feeding, dressing, bathroom assistance, transporting, exercise/activities, etc.)
- Maintained all aspects of patient's sanitary conditions
- Recorded intake and out-take information/measurements
- Assisted in transporting and accompanied patient to and from medical and other necessary appointments
- Assisted in maintaining individual's daily living and quality of life constantly monitoring for safety and well-being

06/2014 to 01/2015      ***Sales Representative (Temporary)***

Cricket Wireless, Niagara Falls, NY

- Sold/upgraded mobile phones, processed bills/payments, and resolved customer service issues in-store
- Called other departments of the company to resolve complex, escalated issues
- Entrusted with security codes to the safe, security alarm, and keys to the store, opening and closing the facility as scheduled

02/2014 to 07/2014      ***Sales Representative***

Piercing Pagoda, Fashion Outlets Mall, Niagara Falls, NY

- Greeted customers and assisted them with their merchandise selections, performing ear piercings, if requested
- Performed regular inventory management, notifying upper management for repurchasing stock
- Operated credit card readers and cash registers, cashing-out customers' orders and maintaining balanced drawers

11/2010 to 08/2013      ***Personal Care Aide (PCA)***

Phoenix Frontier, Niagara Falls, NY

- Daily care of in-home patients with TBI (bathing, preparing meals and feeding, dressing, bathroom assistance, transporting, exercise/activities, etc.)
- Maintained all aspects of patient's sanitary conditions
- Recorded intake and out-take information/measurements
- Assisted in transporting and accompanied patient to and from medical and other necessary appointments
- Assisted in maintaining individual's daily living and quality of life constantly monitoring for safety and well-being

#### **EDUCATION and TRAINING:**

***Personal Care Aide Certificate, 2010 and Current***

HANCI Homecare, Niagara Falls, NY

***Criminal Justice / Human Services (course studies), 2012 - 2013***

Niagara County Community College, Sanborn

***High School Equivalent***

Adult Education Center, Catholic Charities, Buffalo, NY