
Resume 712

OBJECTIVE:

Highly motivated, knowledgeable, and results-driven professional to secure a position with your company as a *Housekeeper*, utilizing my skills, training, and experience.

SUMMARY OF QUALIFICATIONS:

- Over 15 years' experience in providing uncompromising highest standards of customer service in home care settings, assisting patients with their service requirements, offering intelligent solutions customized to individual needs, and resolving issues to their complete satisfaction
- Establishes rapport quickly with a diverse customer population, developing strong, long-lasting business relationships fostering repeat business transactions
- Experienced administering prescription medications and monitoring for any adverse reactions
- Empathetic, motivated and passionate about helping others, can adapt to meet needs of patients
- Regards patient confidentiality seriously and complies with all HIPAA laws and regulations
- Excellent time management skills and documentation abilities along with completing tasks ahead of schedule
- Strong communications, written and oral, analytical, and problem-solving skills
- Dependable, punctual, friendly worker who completes projects/tasks on or ahead of schedule
- Multi-tasks effectively, learns new systems quickly, and completes all projects on time or ahead of critical deadlines
- Leverages technology to enhance productivity, Windows, MS Office, Internet research, and email
- Works well independently or collaboratively in a team environment

PROFESSIONAL EXPERIENCE:

10/2001 – 10/2020 *Home Health Aide*

Private Employer, Niagara Falls, NY

- Monitored, evaluated, and recorded client progress according to measurable goals described in treatment and care plan.
- Maintained updated client records with plans, notes, appropriate forms, or related information.
- Provided physical support to assist patients to perform daily living activities, such as getting out of bed, bathing, dressing, using the toilet, standing, walking, or exercising.
- Observed or examined patients to detect symptoms that may require medical attention, such as bruises, open wounds, or blood in urine.
- Communicated with patients to ascertain feelings or need for assistance or social and emotional support.

04/2016 – 11/2016 *Housekeeper*

Colt Block Apartments, Niagara Falls, NY

- Cleaned rugs, carpets, upholstered furniture, and draperies, using vacuum cleaners and shampoos.
- Cleaned windows, glass partitions, or mirrors, using soapy water or other cleaners, sponges, or squeegees.
- Emptied wastebaskets, empty and clean ashtrays, and transport other trash and waste to disposal areas.
- Disinfected equipment and supplies, using germicides or steam-operated sterilizers.
- Carried linens, towels, toilet items, and cleaning supplies, using wheeled carts.
- Assigned duties to other staff and give instructions regarding work methods and routines.

11/1998 – 07/1999 *Cashier*

Mobile Gas Station, Niagara Falls, NY

- Opened and closed cash registers, performing tasks such as counting money, separating charge slips, and coupons, balancing cash drawers, and making deposits.
- Marked stock items, using identification tags, stamps, electric marking tools, or other labeling equipment.
- Manually or mechanically loaded or unloaded materials from pallets, skids, platforms, cars, lifting devices, or other transport vehicles.
- Maintain clean and orderly checkout areas, and complete other general cleaning duties, such as mopping floors and emptying trash cans.

03/1996 – 10/1997 *Front End / Cashier*

Tops Markets, Niagara Falls, NY

- Greets and assists customers with their purchases and locating hard-to-find items
- Operates credit card machines and cash registers; maintained balanced drawer
- Restocks shelves with replacement sales items
- Trains new personnel as requested by upper management and ensures that trainees understand cashier responsibilities and store policies

11/1982 – 06/1986 ***Laundry / Housekeeper***

Radisson Hotel, Grand Island, NY

- Cleaned rooms, hallways, lobbies, lounges, restrooms, corridors, elevators, stairways, and other work areas so that health standards are met.
- Carried linens, towels, toilet items, and cleaning supplies, using wheeled carts.
- Swept, scrubbed, waxed, or polished floors, using brooms, mops, or powered scrubbing and waxing machines.

EDUCATION and ACHIEVEMENTS:

High School Diploma

Grand Island High School, Grand Island, NY