

Isabel Williams

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SUMMARY

Certified medical assistant experienced with elderly and legally blind patients. Compassionate and thorough health care worker who understands health care administration as well as individual care requirements. Proven team leader who maintains high morale and builds an environment of trust. Motivated, adaptable worker who is eager to learn new skills and make progress within an organization.

FUNCTIONAL AREA OF EXPERTISE

In Home Caregiver and Medical Assistant

- Provided daily medical services and support to geriatric patients including meal preparation, transportation, cleaning and bathing, help with moving in and out of bed, and dressing and grooming.
- Administered medication orally and via injection according to doctor specifications and patient requirements.
- Taught basic life skills to a legally blind patient including how to read braille and navigate public spaces.
- Trained legally blind patient in the use of specialized equipment including CCTV monitors and canes.
- Responsible for patient intake in a doctor's office; took and recorded vital signs and administered EKGs.
- Provided administrative support including filing, answering phones, and verifying Medi-Cal status.

Customer Service Manager

- Managed a food service team of 6-8 people in a fast-paced, highly-regulated restaurant.
- Responsible for opening and closing store, balancing registers, managing employee breaks, and cash drops.
- Handled all customer service problems that escalated to management.
- Developed and maintained customer relationships, ensuring repeat satisfaction and identifying problems.
- Promoted to Manager from Cashier position.

EMPLOYMENT HISTORY

In Home Caregiver

In Home Supportive Services, Los Angeles, CA

June 2016 – October 2016

Daily Caregiver for the Legally Blind

Riverside, CA

January 2005 – December 2015

Cashier and Customer Service

Jack In The Box, Banning, CA

August 2004 – December 2004

Packager

Dura Plastics / Manpower

April 2003 – July 2003

Inventory Specialist

Washington Inventory Service, Moreno Valley, CA

January 2003 – April 2003

EDUCATION AND PROFESSIONAL DEVELOPMENT

Medical Assistant Certification

United Education Institute, Los Angeles, CA

High School Diploma

David Starr Jordan High School