

# 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