

Danielle S. Graham
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HIGHLIGHTS AND QUALIFICATIONS

Dental Assistant Certification
Proficient in MS Office Suites
Customer Service
Administrative Coordination
Records Maintenance

EXPERIENCE

Patient Coordination

- Scheduled patient appointments and provided front office support
- Coordinated patient records and billing
- Provided client and emergency technical support

Healthcare Support

- Provided inventory management for hospital supplies
- Assisted with the maintenance of a healthy, clean and efficient hospital setting
- Performed patient x-rays and coordinated technical needs of doctor
- Conducted trainings on policies and procedures

Customer Service

- Responded to client needs and priorities across work settings
- Addressed customer concerns and identified individual solutions
- Conducted research for client needs

Community Service

- Tutored after school students in local elementary school
- Provided peer mentorship for fellow students

EMPLOYMENT HISTORY

2016- Current.	Crews of California International LAX, Customer Service, Cashier
2014 - 2015	Environmental Services Specialist, <u>Crothell Healthcare</u>
2012 - 2013	Environmental Services Specialist, <u>Sedexo Healthcare</u>
2011 - 2012	Environmental Services Specialist, <u>Crothell Healthcare</u>
2008 - 2010	Dental Assistant, San Luis Dental Care

EDUCATION

2013- 2015	El Camino College
2007-2008.	Everest College, Diploma and Certification as Dental Assistant.
2001-2005.	Manual Arts High School, Diploma.

Name: Danielle Graham

Score /14

Housekeeping Test

1. During which of the following situation(s) should you wear gloves?
 - a) When handling disinfectant solutions
 - b) When cleaning guest rooms
 - c) When handling soiled linen
 - d) When handling or disposing of waste
 - e) All of the above
2. Which of the following should be cleaned daily?
 - a) Chairs, lamps, and tables
 - b) Tabletops, bed, and handrails
 - c) Grab bars, light, tops of doors and counters
 - d) Floors, sinks, toilets, and latrines
 - e) All of the above
3. True or False: You do not need to use a separate cloth for cleaning bathrooms.
4. True or False: Dusting is most commonly used for cleaning walls, ceiling, doors, windows and furniture.
5. Should the following be cleaned daily or weekly? Circle one.
 - a) Floors Daily/ Weekly
 - b) Toilets and latrines Daily/ Weekly
 - c) Carpets in guest rooms Daily/ Weekly
 - d) Carpets in offices Daily/ Weekly
 - e) Soiled linen Daily/ Weekly
6. The best way to clean the floors:
 - a) Scrubbing
 - b) Dry sweeping and dusting
 - c) Sweeping, mopping and dusting
 - d) Wet mopping
7. What should do if you spill liquids or see a liquid spill?
 - a) Leave it for someone else to clean- up
 - b) Wait until the end of your shift to clean it
 - c) Flag the spill and clean it up immediately
 - d) Not sure
8. The proper procedure for cleaning spills of blood and other body fluids is:
 - a) Wearing gloves, clean with cloth soaked in chlorine solution and follow up with disinfectant solution
 - b) Find the janitor on- duty and ask him to clean it up
 - c) Grab whatever is closest and wipe up immediately, then mark "Biohazard"
 - d) Nothing
9. What do you do if you encounter with bed bugs in a guest room?
10. What do you do if you find Lost and Found items in a guest rooms?

Stop what I'm going and put on isolation gear.

11. Describe the difference between a disinfectant and a cleaning solution?

Disinfectant ~~cleaning~~ is the removal of microbes, dirt and bacteria.

Cleaning can be a low-risk surfaces such as windows and floors.