

Cicely M. Boyd
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Professional Summary:

Patient Care support professional experienced working in fast-paced environments demanding strong attention to detail, communication and leadership skills. Highly trustworthy, ethical and discreet; committed to providing superior patient care service. Confident and poised in interactions with people at all levels. Detail-oriented and resourceful in completing projects and multi-tasking effectively.

Education:

- Everest Institute - Detroit, MI
Medical Assisting Certificate of Completion
- Southeastern High School of Technology - Detroit, MI
Diploma; Received
- Certified Patient Care Technician

Work Experience:

Able Mabel in Home Care - College Park, GA

Personal Support Staff, July 2018 - Current

- Assist with patient transporting to and from appointments; assist patients with daily living activities
- Administer medication reminders
- Monitor weight and vital signs of checked in residents throughout shift
- Report and identify patient behavior change to nursing staff

Morrison - Grady Hospital - Atlanta, GA

Barista, August 2017 - March 2018

- Provide frontline customer service to patrons; balance the sales floor; assist multiple customers at once
- Prepare and serve hot and cold beverages; such as coffee, espresso drinks, blended coffees and teas
- Clean work areas, utensils, or equipment; clean service and seating areas
- Responsible for packing orders for customers; verify that prepared food meets requirements for quality and quantity
- Conduct financial transactions for customers making purchases
- Identify and assess customers' needs to achieve satisfaction; meet sales target quotas
- Handle customer complaints by providing appropriate solutions and alternative

LGC Associates - Atlanta, GA

Wellstar Hospitality, December 2016 - March 2017

- Monitor and report necessary domestic repairs and replacements; distribute linen, towels and room supplies using wheeled carts or by hand
- Organize work schedule from the room status list, arrivals and departures
- Restock room supplies
- Maintain all cleaning equipment and materials in a safe and sanitary working conditions

Able Mabel in Home Care - College Park, GA

Personal Support Staff, October 2016 - December 2017

- Assist with patient transporting to and from appointments; assist patients with daily living activities
- Administer medication reminders
- Monitor weight and vital signs of checked in residents throughout shift
- Report and identify patient behavior change to nursing staff

Broe Rehabilitation Service Inc. - Farmington Hills, MI

Caregiver, October 2014 - October 2015

- Provide care to individuals challenged with Alzheimer's disease and dementia like symptoms
- Maintain a home-like and safe environment at all times for residents

- Assist residents with hygiene and grooming in accordance with the established care plan; assist with mobility, exercise, and social interactions to maintain quality of life
- Provide accurate record keeping, documentation, and daily living assistance
- Interpretation of medical and clinical documentation; monitor and document individual behaviors
- Complete progress reports, house notes and case management documentation
- Provide safe transportation and supervision to individuals during community activities

References Available Upon Request

Cashier Test

Score / 15

B

1) A roll of quarters is worth?

- a) \$5.00
- ☒ b) \$10.00
- c) \$15.00
- d) \$20.00

a

2) A roll of dimes is worth?

- ☒ a) \$5.00
- b) \$4.00
- c) \$3.00
- d) \$2.00

d

3) A roll of nickels is worth?

- a) \$8.00
- b) \$6.00
- c) \$4.00
- ☒ d) \$2.00

C

4) A roll of pennies is worth?

- a) \$1.00
- b) \$0.75
- ☒ c) \$0.50
- d) \$0.25

B

5) What does POS stand for?

- a) Patience over standards
- ☒ b) Percentage of sales
- c) Point of sales
- d) People over service

6) What is the current sales tax rate in your city 8.9% ?

C

7) A customer buys a bowl of soup for \$1.25, an apple \$0.90 and a soda is \$0.79. If you are given \$10.00 how much change should you give back?

- a) \$4.06
- b) \$2.06
- ☒ c) \$7.06
- d) \$5.06

b

8) A customer buys two shirts for 10.50 each and two ball caps for \$7.25 each. If you are given \$50.00 how much change should you give back?

- a) \$19.50
- ☒ b) \$14.50
- c) \$9.50
- d) \$4.50

~~C~~

9) A customer buys soda for \$3.75 and a hot dog for \$4.25. If you are given \$20.00 how much change should you give back?

- a) \$6.00
- b) \$8.00
- c) \$10.00
- ☒ d) \$12.00

9

10) A customer buys two hamburgers at \$3.75 each, two bags of chips at \$1.25 each, two cookies at \$2.50 each and two sodas at \$3.25 each. If you are given \$100.00 how much change should you give back?

- ☒ a) \$78.50
- b) \$58.50
- c) \$38.50
- d) \$28.50

- 9 11) Counterfeit pens should be used on which three denominations?
- ☒ a) \$20, \$50, \$100
 - b) \$10, \$20, \$50
 - c) \$5, \$50, \$100
 - d) \$10, \$20, \$50

- C 12) How many times should you count change when giving it to the customer?
- a) one
 - b) two
 - ☒ c) three
 - d) no need to count

Question & Answer:

13) What is the minimum age for legal alcohol purchases? 21 or older

14) What are the acceptable forms of ID for alcohol purchases? driver's license, state ID

15) How many \$20 bills are in a bank band? _____