

Jessika Taylor

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SUMMARY

Experienced customer service representative, looking for immediate full-time work with a medical or retail company. I enjoy working individually and as a team member, with clients of all ages where assisting them is my focus and passion.

SKILLS

- Customer service, medical and retail
- Auto and truck sales
- CNA, certification inactive
- Team skills, enthusiastic
- Quick to learn, responsible
- Friendly

EXPERIENCE

Homemaker Self-employed *Cabot, AR* 2016 - 2019

- Took care of household, husband with melanoma, three preteen children
- Transportation specialist, doctor, school and after school
- Shopped, cooked, fed, did all housework
- Nurtured kids at home with help on homework and other activities
- Did all yardwork, lawns, shrubs, trees, and trash haul out
- Helped elderly clients part-time, with assisted living work
- Did part-time, auto and truck buying and reselling

CNA *Lonoke Nursing and Rehabilitation* *Lonoke, AR* 2014 - 2016

- Helped and assisted inpatient clients, including those with disabilities
- Engaged patients by listening and asking questions, to build meaningful relations
- Monitored and documented vital signs, used lift and gait belt to assist patients
- Helped with bathing and dressing, changed catheters, colostomy bags and briefs
- Assisted with classes, social activities, personal care and hygiene

CNA *Spring Creek Health and Rehabilitation* *Cabot, AR* 2012 - 2014

- Nursing home caregiver, elderly, some with Alzheimer's and dementia
- Assisted with meals, dressing, and good hygiene
- Turned and positioned patients to maintain comfort and minimize problems
- Followed and enforced safety protocols to protect patients and workers

CNA *Sherwood Nursing and Rehabilitation* *Sherwood, AR* 2010 - 2012

- Established relationships with patients, caregivers, and healthcare providers
- Implemented plans toward patient goals
- Answered patient requests and needs, including quick responses to call lights
- Followed facility and state sanitation and safety standards

CNA *Lonoke Nursing and Rehabilitation* *Lonoke, AR* 2009 - 2010

- Worked as a nursing home caregiver, with a solid knowledge and understanding of developmental factors specific to adults and geriatric residents
- Turned and positioned patients for comfort
- Monitored patient stability, frequently checking vital signs and weight

Certification

Certified Nursing Assistant (inactive)

State of Arkansas

2008

Housekeeping Test

E

1) During which of the following situation(s) should you wear gloves?

- a) When handling disinfectant solutions
- b) When cleaning patient care areas
- c) When handling soiled linens
- d) When handling or disposing of waste
- e) All of the above

E

2) Which of the following should be cleaned daily?

- a) Chairs, lamps, and tables
- b) Tabletops, beds, and handrails
- c) Grab bars, lights, tops of doors and counters
- d) Floors, sinks, toilets, and latrines
- e) All of the above

A

3) TRUE or FALSE: You do not need to use a separate cloth for cleaning bathrooms.

- a) True
- b) False

A

4) TRUE or FALSE: Dusting is most commonly used for cleaning walls, ceilings, doors, windows and furniture.

- a) True
- b) False

5) Should the following be cleaned daily or weekly? Circle one.

a) Floors	Daily	/	Weekly
b) Toilets and latrines	Daily	/	Weekly
c) Carpets in patient rooms	Daily	/	Weekly
d) Carpets in offices	Daily	/	Weekly
e) Soiled linens	Daily	/	Weekly

Q

6) The best way to clean the floor is:

- a) Scrubbing
- b) Dry sweeping and dusting
- c) Sweeping, mopping and dusting
- d) Wet mopping

C

7) What should you 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 immediately
- d) Not sure

X

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

A

9) The appropriate cleaning schedule for a hospital is:

- a) Weekly
- b) No schedule needed
- c) Developed according to need
- d) Whatever you feel like

10) How do you use a three-compartment bucket?

soap, water, disinfect

11) Describe the difference between a disinfectant and a cleaning solution:

sterilized, cleaning

WORKBOOK