

Anisha Robinson

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Professional Summary

Results-driven customer service professional with 8 years of experience in healthcare and support roles. Proven expertise in assisting patients with daily living activities, monitoring vital signs, and providing compassionate care. Strong communication and organizational skills, complemented by certifications in Home Health Aide and CPR. Committed to enhancing patient experiences and fostering a supportive environment in healthcare settings.

Authorized to work in the US for any employer

Work Experience

Screener

Health Care Concierge-Atlanta, GA
February 2025 to Present

Screener

- Taking consumers vital signs
- COVID-19 screening questions
- Responding promptly to customer inquiries while maintaining a positive and professional attitude towards customers at all times
- Answering inbound calls and making outbound calls to customers and clients
- Collect copays and deductible payments while also ensuring patient forms contain all necessary billing information

STNA/Home Health Aide

Miracle Path Staffing Agency Inc.-Akron, OH
July 2020 to February 2025

- Aiding patients with their meals, which includes feeding them
- Monitoring patient vital signs
- Aiding nurses and doctors to set up for medical procedures and assisting them with it
- Assisted patients with bathing, dressing, grooming, and toileting to ensure their comfort and well-being
- Monitored vital signs such as blood pressure, temperature, pulse rate, and oxygen levels on a regular basis
- Assisted in transferring patients from beds to wheelchairs or other mobility devices using proper lifting techniques
- Maintained accurate documentation of patient information including medical history, treatments provided, and any changes in condition
- Participated actively in continuing education programs to stay updated on the latest nursing techniques and best practices
- Demonstrated empathy and patience when dealing with patients experiencing pain or distress
- Maintained a clean and organized patient environment ensuring safety and comfort at all times

- Ensured infection control protocols were followed at all times to prevent the spread of diseases within the healthcare facility
- Provided emotional support and companionship to patients during their stay in the healthcare facility

North Canton-Nursing Assistant

The Inn At Whitewood Village-North Canton, OH

January 2017 to December 2020

Assisting with elderly activities of daily living

- Feed, bathe, and dress patients
- Take patient vital signs
- Serve meals, make beds and keep room clean
- Answer call lights for patients
- observe changes as condition or behavior of patients
- Setting up medical equipment and assist with some medical procedures

Cleveland Public Square- Library Assistant

Cleveland Public Library

June 2017 to December 2017

Answer calls, take messages, handle correspondences, and assist patrons with resources.

- Shredding paper, filing, organize library materials and resources.
- Collect books, videotapes, and other materials at the circulation desks.

Education

Metro -Nursing degree in Nursing

Tri-C Community College

August 2018 to Present

Shaw High School - Cleveland, OH

May 2018

Skills

- Typing (4 years)
- Industrial painting
- Warehouse experience
- Guest Services
- Retail sales
- Vital Signs
- Surveillance
- Shipping & receiving
- Custodial experience
- Microsoft Office
- Library Services
- Front Desk

- Strong computer skills Microsoft Office Suite, Microsoft Excel, Team player, Diagnostic procedures, and Medical procedures
- Computer skills
- Customer service (4 years)
- Microsoft Word
- Library services
- Manufacturing
- Microsoft Excel (3 years)
- Basic math
- Cash Handling
- English
- Materials handling
- Senior care
- Communication skills
- Carpentry

Certifications and Licenses

CPR Certification

BLS for Healthcare Providers

April 2018 to April 2022

BLS