

Ana L Esquivel

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#### Objective

Obtain a career that will allow me to grow within the company, and will also allow me to show my dedication to the company.

#### Experience

Silverado Senior Living-Belmont Hills

April 2010-October 2012

1301 Ralston Ave, Belmont, CA 94002

Phone: (650) 264-7544

After working as a caregiver in Silverado Senior Living, the Administrator of the facility asks me to move to Activities. She saw my dedication and passion to my residents and my energy to them.

#### Resident Engagements Assistant

- Plan, organize, direct and carryout activities that encourage the social, emotional, physical, and spiritual development of the residents
- Develop and implement Engagement that meets residents' individual needs, interests and abilities
- Develop and encourage group participation to motivate the social life of residents throughout the community
- Engage with residents to determine the residents' needs, interests and abilities to participate in the proper activities
- Direct and coordinate proper activities for proper groups (social, supportive, and sensory)
- Decorate all neighborhoods of the facility to recognize a full spectrum of holidays
- Present in-services training to staff regarding activity programs
- Maintain inventory of materials, supplies and equipment
- Recognizes and reports any concerns regarding residents' physical, mental, and/or emotional status to a member of the nursing staff as well as my Director of Residents Engagements
- Meet with resident family members on how we can engage residents in activities or if we have to create new activities to meet the residents needs
- Performs other work as required

#### Responsibilities as a Caregiver

- **Personal Hygiene:** To care for the personal and oral hygiene of patients, which includes bathing, changing, shaving, nail care, etc.
- **Toileting Needs:** caregivers have to take care of the toileting needs of patients. Bedpan has to be given to bed-ridden patients. Emptying the catheter bags and bedpans at periodic intervals is also a part of their duty.
- **Housekeeping:** Housekeeping is also a part of the duties of a caregiver. We assist to tidy up the rooms, change bed linen, etc.
- **Patients Record:** We maintain the medical record of patients, like, weight, level of pain, etc. on a daily basis. Caregivers also map the behavior of our residents as requested by the doctor and or LVN.
- **Monitoring the Health of Patients:** Making a note of any changes in the health of a patient and informing the nurses on duty accordingly, is also a duty of a caregiver.
- **Dietary Care:** Caregivers have to assist the patient in walking and feeding. We also help to set up the meals plates as per prescription. We also have to feed patients with nutritional supplements as prescribed. We take a note of the food and fluid intake is also a big part of our job.
- **Prevent Bed Sores:** We are instructed to reposition and turn bed-ridden patients, to prevent bedsores, every two hours or per demand of doctor.
- **Exercising the Patients:** We also help the patients exercise at a regular routine or and per demand of doctor.
- **Sample Collection:** Collecting urine, stool and sputum samples for test is one of the things we do per order of the Doctor and or LVN.
- **Maintain Cleanliness:** Cleanliness is a BIG part of our job this is to prevent the spread of any kind of infections.
- **Emotional Support:** Give emotional support to patients and their relatives from time to time.

Best Buy Inc

February 2008-March 2010

760 E. El Camino Real, Sunnyvale, CA 94087

Phone: (408) 738-8680

Key Responsibilities as a Customer Service Solution Specialist / Admen Senior

- Responsible for ensuring friendly, fast and accurate processing of all Best Buy customer transactions. Support overall organization, Distric/Store Operations as well as service and customer retention goals by effectively supporting Customer Services Reps. Advocate Best Buy goals, objective, polices, and procedure to Customer Services Reps so that they will deliver a high level of customer satisfaction and retention. Insure that all morning paperwork from

previous days is sign and mail to the proper designations'. Every day I need to report to my Manager of anything unmoral that I saw while I was doing morning paperwork, such as credit card Froude, gift card Froude, suspicious activity on the returns, and over and shortages etc...

- make sure that morning paperwork is done on time and or proper date
- mail out proper paperwork such as weekly application, and or coupons etc...
- monitor customer service specialist sales technique and models excellent skill in selling and handling upset customers
- Demonstrate excellent skills in listening to customer request and in creating the best solution for the customer
- Display excellent skill in the use of a conflict resolution model when handling difficult issues with customers
- Work direct to Customer Service Specialist for accurate processing of all customer transaction
- Operates register and assists customers when needed
- Assists with escalated customer situation as necessary
- Answer any HR questions over the phone
- Performer phone interviews
- Coordinate successful phone interviews for managers
- Prepare proper paperwork for interviews as will as orientation paperwork

#### Education

Carlmont High School

1400 Alameda de las Pulgas

Belmont, CA 94002

Mountain View Los Altos Adult School

333 Moffett Boulevard

Mountain View, Ca 94043

Certified Nursing Assistance (CNA)

September-December 2009

CPR Pro

September 2009

Home Health Aid (HHA)

December 2010

Basic First Aid

September 2012

Ravenswood City School District