

# Candidate 4665 \*\* 5-8 LIFE/HEALTH APPS/MONTH \*\*

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Licensed Team Member

## EXPERIENCE

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### State Farm

*November 2019 - Present*

Team Member

- Communicated effectively with customers, supervisors, and team members
  - Developed strong customer service skills and interpersonal communication abilities by working with a diverse group of customers
  - Provided support to team members ensuring all goals were met in a timely manner
  - Assisted customers with product inquiries, orders, returns, refunds, and other service requests
  - Aided new employees during training sessions
  - Built relationships with customers
  - Providing accurate information on products or services offered
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### Medical Field

*January 2016 to August 2016*

Medical Assistant

- Observed vital signs such as temperature, pulse rate, respiration rate, blood pressure readings, height and weight measurements
  - Accurately reported any abnormalities to the supervising physician
  - Documented medical data in patient charts, facilitating accurate records
  - Transcribed dictated reports from physicians into electronic health records system accurately and efficiently
  - Administered injections per physician orders while adhering to safety guidelines set forth by the facility's policy manual
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### Medical Field

*February 2011 - August 2011*

Medical Assistant/ Hospice

- Assisted with daily living activities including bathing, grooming, feeding, toileting, ambulating and transferring patients
  - Performed basic nursing duties such as taking vital signs, providing personal hygiene assistance, and changing dressings
  - Assisted in creating a safe, comfortable environment for the patient by following infection control protocols
  - Observed patient behavior and reported changes to the appropriate health professional
  - Established special connections with patients through empathy and relationship-building techniques
  - Turned and repositioned bedridden patients.
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## EDUCATION

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### College

*2006 - 2010*

## SKILLS

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- Professional Skills: Blood Pressure, Heart Rate, Patient Assessment, Respiration, Measurement and Metrology, Team Management, Transcribing Skills, Interpersonal Communications, Safety Principles, Customer Service, Nursing, Infection Control, Agriculture, Knowledge of Hygiene IT Skills: Electronic Medical Records
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## CERTIFICATIONS

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### P&C and Life & Health Licensed

States of CA, OR, NV & AZ

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### Medical Assistant