

Melissa Johnson

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Certified Nursing Assistant**CERTIFICATIONS**

Certified Nursing Assistant Certification, State of Illinois

June 20xx

BLS for Healthcare Providers Certification, American Heart Association

May 20xx

EDUCATION

Harper College, Palatine, IL

Certified Nursing Assistant Certificate

May 20xx

CLINICAL ROTATIONS

Glenbrook Hospital, Glenview, IL

January 20xx to February 20xx

- Worked under the supervision of nursing instructor and RN to assess, plan, implement and evaluate care of patients in cardiac, pediatric, obstetric and medical-surgical settings
- Performed dressing changes, obtained specimens, took vital signs and recorded weight
- Provided physical support to assist patients to perform daily living activities, such as getting out of bed, bathing, dressing, using the toilet, standing and walking
- Reported status of patient to senior doctors and nurses regarding concerns that might require medical attention as well as patient behavior, complaints and physical symptoms

WORK HISTORY**Assistant Manager**

T.J. Maxx, Schaumburg, IL

April 20xx to Present

- Provide customer service by greeting and assisting customers, and responding to customer inquiries and complaints
- Direct and supervise employees engaged in sales, inventory-taking, reconciling cash receipts, or in performing services for customers
- Monitor sales activities to ensure that customers receive satisfactory service and quality goods
- Inventory stock and reorder when inventory drops to a specified level
- Instruct staff on how to handle difficult and complicated sales

Customer Service Representative

Chase Corporation, Elgin, IL

May 20xx to January 20xx

- Managed reception area, greeted visitors and responded to telephone and in-person requests for information
- Organized files, developed spreadsheets, faxed reports and scanned documents for filing

VOLUNTEER EXPERIENCE

American Red Cross, Arlington Heights, IL

March 20xx to Present

Blood Drive Volunteer

- Obtain vital signs, store units of blood and perform administrative tasks
- Manage informational questionnaires with strict donor confidentiality