

Emily Jones

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PROFESSIONAL OBJECTIVE: Received a sense of achievement by nurturing convalescent children; created and implemented plans for patient care that focused on the use of medication and physical therapy while completing daily administrative tasks; multitasking is an essential skill.

SUMMARY OF QUALIFICATIONS:

- Volunteered at a hospital for children where interactions with patients were vital to the fulfillment of the position; this prepares the candidate for employment as a Licensed Practical Nurse where employees must be able to determine the needs of patients.
- Met opportunities to provide support to children during one-on-one visits in their room when acting as a bedside visitor who comforted patients by helping them with bathing and feeding.
- Identified areas of opportunity by utilizing active listening skills; attained pivotal information that can be used to further help patients meet their needs for well-being.

RELEVANT SKILLS:

- Allocating Medication
- Triaging Patients
- Diagnosing Patients
- Changing Dressings
- Checking Vital Signs
- Administering Injections

PROFESSIONAL EXPERIENCE:

June 2014 - Present Customer Service Agent, Nike Sports Wear, Saint Louis, MO

- Adhered to the specific guidelines for an effective customer interaction while working in a call center environment; focused on addressing the needs of a customer with one succinct phone call; this requires strong communication skills.
- Surpassed productivity standards and attained a low talk time on the telephone; utilized empathy when speaking with customers who were distressed with the organization; used active listening skills to resolve the disagreement.
- Made important decisions where critical thinking skills identified areas of opportunity to make the corporation function better; developed changes that focused on training new employees; these modifications became standard operating procedure.
- Validated the beliefs of consumers by saying that they bring up a good point and here is one way to solve this concern; the customer service representative must make communications easily understood by avoiding jargon.

EDUCATION:

Orwell Community College, Licensed Practical Nurse, March 2016 - August 2017

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