



JOSE MANUEL MERCADO JR

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Summary

A highly-motivated employee with a desire to take on new challenges. I have a strong work ethic, adaptability and exceptional interpersonal skills. I work effectively unsupervised and can quickly master new skills. Aside from that, some key skills is that I would like to highlight is that I am BLS certified, and a certified interpreter as I am both fluent in English and Spanish.

Skills

- Supervision and Leadership
- Relationship Building
- Recordkeeping
- Team Building
- Bilingual interpreter
- Data Collection
- Planning
- Communication
- Public Speaking
- Computer Skills

Experience

Carle Foundation Hospital | Champaign, IL

HCT

05/2023 - Current

- Provided assistance with activities of daily living, including bathing, dressing and grooming.
- Assisted patients in ambulation and transfers using proper body mechanics.
- Performed vital sign assessments, such as taking blood pressure and temperature.
- Documented patient care services by charting in designated areas.
- Reported changes in patient conditions to registered nurse or physician.
- Answered patient call lights promptly and responded to requests appropriately.
- Observed patients for any physical or emotional changes, reported findings to medical staff immediately.
- Collaborated with interdisciplinary team members to ensure quality patient care was delivered at all times.
- Assisted with range of motion exercises and other rehabilitative activities per physician orders.
- Maintained a clean, safe environment for the patient by adhering to infection control policies and procedures.
- Utilized appropriate safety measures when handling hazardous materials or waste products.
- Monitored food intake and output as directed by nursing staff.
- Demonstrated excellent customer service skills when interacting with patients, families and guests.
- Participated in educational programs designed to improve knowledge of health care practices.
- Provided emotional support to family members during difficult times.
- Educated patients on self-care techniques that would help them maintain

their independence.

- Assisted in preparing meals according to prescribed diets while monitoring food consumption levels.
- Ensured compliance with HIPAA regulations regarding confidentiality of information.
- Transported residents within the facility as needed.
- Answered signal lights, bells or intercom systems to determine resident needs.
- Turned and repositioned residents using proper body mechanics to prevent pressure ulcers.
- Conducted routine checks on patient vitals, blood pressure, blood sugar and heart rate.
- Assisted residents with bathing and dressing to promote personal hygiene.
- Assisted patients with shaving, bathing and oral hygiene to promote healthy habits and overall wellness.
- Used mobility devices to transport patients.

ABC Supply | Mokena, IL
Warehouse Associate
06/2019 - 02/2023

- Received and processed incoming shipments, verifying accuracy of items against purchase orders.
- Maintained accurate inventory records through manual and computerized systems.
- Performed cycle counts to ensure accuracy of inventory levels.
- Unloaded materials from trucks using forklifts and pallet jacks.
- Organized warehouse space by rearranging products on shelves, racks and bins according to size, weight, type and other specifications.
- Packed goods for shipment in accordance with customer instructions.
- Labeled containers correctly for product identification purposes.
- Operated a variety of material handling equipment including electric pallet jacks, hand-held scanners, shrink wrap machines and conveyor systems.
- Assembled customer orders from stock ensuring that the correct number and types of products were picked accurately.
- Prepared parcels for shipping in an efficient manner utilizing appropriate packing materials to protect goods during transit.
- Assisted in loading finished goods onto delivery vehicles as required.
- Checked all outgoing shipments to ensure accuracy prior to dispatch.
- Ensured compliance with established safety procedures when operating machinery or performing physical tasks within the warehouse environment.
- Inspected returned merchandise for damage or defect before restocking shelves or returning it back to suppliers and vendors.
- Conducted regular maintenance checks on all warehouse equipment such as forklifts, pallet jacks.
- Resolved discrepancies between physical count results and system generated reports.
- Provided assistance with monthly physical inventories as needed.
- Handled hazardous materials safely following prescribed regulations.
- Fostered positive working relationships with internal staff members while providing superior customer service.

University of Illinois, Urbana-Champaign |
Champaign, IL
Athletic Training Intern

- Developed and implemented injury prevention programs to reduce the risk of injury among athletes.
- Provided athletic training services including taping, bracing, rehabilitation

08/2022 - 01/2023

exercises, and other treatments.

- Monitored athlete's progress throughout their rehabilitation process.
- Managed medical supplies inventory and ordered new equipment as needed.
- Attended athletic practices and games to provide immediate medical attention if needed.
- Inventoried training supplies and medical equipment.
- Maintained and cleaned treatment room equipment.

QBBQ | La Grange, IL

Busser

03/2017 - 04/2019

- Greeted customers and answered questions about menu items.
- Provided quick and efficient clearing of tables between courses.
- Bussed and reset tables in an orderly fashion.
- Assisted servers with stocking supplies, setting up for service and cleaning duties.
- Maintained cleanliness of restaurant dining area throughout shift.
- Replenished napkins, condiments, silverware and glassware as needed.
- Followed all safety regulations while carrying heavy trays or dishes to the kitchen.
- Delivered food orders to tables in a timely manner according to company standards.
- Ensured that each table was properly set before seating guests.
- Conducted regular checks on customer satisfaction levels during meal service.
- Performed daily side work such as polishing silverware, folding napkins and restocking condiments.
- Organized storage areas for clean dishes and stocked linens.
- Swept floors, washed walls and windowsills, emptied trash receptacles and cleaned restrooms when needed.
- Communicated with kitchen staff regarding any special requests from customers.
- Took initiative to help others whenever necessary.
- Maintained a friendly attitude towards customers at all times.

Education and Training

University of Illinois At Urbana-Champaign | Champaign, IL

Bachelor of Science in Interdisciplinary Health Sciences

05/2023

Moraine Valley Community College | Palos Hills, IL

Associate of Applied Science in Biology

05/2020

Alan B. Shepard High School | Palos Heights, IL

High School Diploma

05/2018

Accomplishments

- Gold star reward
- Honors
- Director's Honor roll
- Recruitment chair for Lambda Theta Phi

