

DOROTHY BRAXTON

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Professional Summary

Committed to providing consistent and focused attention to the safety, comfort, and dignity of our clients.

Proven leadership, operational excellence, and organizational development skills, as well as a thorough understanding of the healthcare business.

Leadership skills that have been demonstrated to drive enterprise optimization goals and improve organizational operations.

Skills

- Patient care
- Patient Assessments
- Meal planning and preparation
- First Aid and CPR certification
- Verbal and written communication skills
- Care plan assessment
- First aid
- Medical terminology knowledge
- Emergency procedures understanding
- Needs assessment
- Clinical experience
- Medical records management
- Phlebotomy
- Patient-handling equipment
- Venipuncture and phlebotomy
- X-ray
- OSHA regulations
- Urinalysis
- Attention to detail
- Customer service
- Credit card processing
- Data entry
- Technical support
- Sale expertise

Education

2015

KIPP Memphis Collegiate High School - Memphis, TN

Medical Assisting - 2017

Concorde Career College - Memphis - Memphis, TN

Work History

Caregiver - March, 2019 to April, 2019

Capitol City - Memphis, TN

- Increased patient satisfaction by assisting people with personal tasks like dressing and walking.
- Supported daily living activities by assisting with hygiene, and household chores.
- Documented residents' behavior in terms of mental status, sleeping, and eating patterns in medical record books.
- Kept track of progress and recorded any changes in status.

Security Officer - April, 2019 to September, 2019

allied universal - Memphis, TN

- Used electronic gates to control vehicle and pedestrian traffic entering the building grounds.
- Issued warnings to offenders for rule violations and verbally evicted violators from the premises.
- Checked the identification of everyone who entered and exited the facility to eliminate unauthorized visitors.
- Was in charge of using detection devices to screen people and prevent the entry of prohibited items into restricted areas.
- Was in charge of daily monitoring and patrolling of buildings, grounds, and construction sites.

Medical Assistant - December, 2019 to May, 2020

Collierville Family Health - *Collierville, TN*

- Was in charge of general office duties, which included keeping track of medical records.
- Gathered histories, vitals, and current complaints through patient interviews.
- Gathered information about the client's medical history, including medications, symptoms, and allergies.
- Scheduled new and existing patients' appointments.
- Did clerical work like word processing, data entry, phone answering, and filing.
- Assisted physicians with patient follow-up.
- Checked medical insurance and gathered co-pays.
- Completed all of the required laboratory tests.
- Took blood glucose readings and kept track of them.
- Documented vital signs and medical history for [Number] patients every [Timeframe].

Medical Assistant - June, 2020 to December, 2020

advanced foot and ankle - *Memphis, TN*

- Was in charge of general office duties, which included keeping track of medical records.
- Scheduled new and existing patients' appointments.
- Explained procedures to them to reduce patient anxiety and increase cooperation.
- Helped patients prepare for X-rays, EKGs, suture removal, and dressing changes.

Customer Service Representative - February, 2021 to September, 2021

Verizon - *Memphis, TN*

- Noted completed repairs, any additional repairs that were needed, and any parts that needed to be ordered on the service call ticket.
- Educated customers about promotions to increase sales.
- Answered customer calls promptly to avoid long wait times on hold.
- Promoted available products and services to customers during service, account management, and order calls.
- Completed the work outlined on the repair order with efficiency and accuracy.
- Kept customers happy by implementing forward-thinking strategies that focused on meeting their needs and resolving their concerns.

Accomplishments

Certifications