

CASSANDRA ROSS

LICENCE & CERTIFICATION

Insurance Adjuster
License No. 3152184

All Lines

CPR Certified

SKILLS/STRENGTHS

Customer communication

Self-motivated

Team player

Flexible & Dependable

EDUCATION

High School diploma -
cosmetology

Cloyd's Beauty School 1 Inc

01/2011 - 01/2012 West Monroe, LA
• Thornwood High School

Customer Service Specialist

+1(682)313-5296 @ cassandrabarnes9983@gmail.com Fort Worth

EXPERIENCE

Unit Secretary 07/2022

Medical City Healthcare Tx

- Assigned nurses and pct's to their designated patients daily in Teletracking and CTA
- Generated and updated reports within the hospital system to reflect accurate essential information was distributed for throughput and safety exposure.
- Unit designated supply coordinator ensuring needed supplies were available and easily accessible
- Input work orders for any needs on the unit
- Assisted charge nurse in tasks relating to communication needs and client satisfaction
- Prioritized customer satisfaction with answering patient call lights both on the phone and in person
- Communicated with management for any possible process improvement to better support efficiency in tasks.

Screener 12/2020 - 06/2022

Premier Parking TX, Fort Worth

- Screened and greeted visitors and patients
- Improved safety compliance by ensuring proper PPE for all employees
- Ensured admitted patients were in the appropriate place
- Kept track of visitors, maintaining safety in infection control
- Assisted in discharging patients

Transporter 06/2019 - 07/2020

Non Emergency Transport Fort Worth, TX

- Transported patients from and between hospitals
- Transported patients to and from dialysis, doctors appointments, etc
- Certified in wheelchair and stretcher transports

Caregiver 10/2017 - 06/2019

AWH financial Fort Worth, TX

- Food preparation, activities of daily living, medication reminder, shopping assistance, accompanied client on doctor's visits, light housekeeping

Teacher/care giver 03/2016 - 06/2018

Learning Bridge Day School Fort Worth, TX

- Organize toys and materials to ensure a tidy activity area
- Sterilize bottles and prepare formulas
- Plan and prepare nutritious meals and snacks
- Wash toys and play equipment
- Engage in both educational and developmentally appropriate activities for children at different stages
- Teach children in health and personal hygiene, resting, and proper toileting

Cashier and Customer Service 08/2015 - 12/2015

Dollar Tree Fort Worth, TX

- Resolve customer complaints and process exchanges/refunds
- Handle payments, register accountability and machine management
- Orient staff and manage compliance of store processes
- Maintain sales reports and manage cash accounts

PCA (Personal Care Assistant) 09/2010 - 02/2015

Dsw Monroe, LA

- Provide health care services in patients residences
- Perform domestic and household tasks
- Transport and accompany patients to doctors office or to hospital
- Monitor patients (vital signs, temperature, respiration, etc) and report on their condition
- Maintain patients care records and document provided services

Manager 03/2006 - 12/2010

McDonald's Monroe, LA