

Keisha Brooks

Dependable, hardworking team player. Experienced Customer Service Representative. I have an open availability for any work schedule.

Springfield, MO 65802

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I have years of experience in Customer Service, operating cash registers, night auditing ,mailroom work, quality control, light industrial, office work, Administrative Assistance, Customer Support, call centers, medical offices, clerical work, hospitality, nursing home facilities such as dietary aide, Behavioral health services and also light medical assistance experience. Skilled in Microsoft word, Microsoft Outlook and excel.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Behavioral Health Tech/ Customer Service Assistive Technology Assistant

Preferred Family Healthcare

March 2018 to Present

My job duties included working graveyard shift, preparing paperwork for the next day such as typing a new daily census each night, typing bed logs, shift reports, downloading and uploading medical files, filing paperwork, answering incoming phone lines in a professional manner, forwarding calls to correct extensions, documenting throughout the shift, collecting specimens from clients, passing meds, taking temps, documenting height and weight. Also responsible for doing linen in laundry, 2 bed checks a night. I did a walking exercise group with clients each morning to get their days started whom were in rehab. I helped with any needs throughout the morning, preparing breakfast and doing anything else that may of needed to be done that I could gladly assist with. Lastly I gave a report to the incoming shift of my morning of needs and what's going on in the facility. On the Assistive Technology side of the Company I work in an office. I do overnight monitoring for 10 hrs each work shift making sure clients whom live alone in their homes are safe at night. I receive notifications to a cell phone that lets me know if a client has opened their front door or back door, or if they are tampering with any windows or med boxes in the home. help clients troubleshoot any device they may have in their home. I am also responsible for responding back to clients in case the client hits their emergency panic button for any emergency. I have to document anything that goes on. Every phone call made out to the client and from the client, If the client doesn't respond to me in a short amount of time I then have to reach out to their first responder by calling out letting them know in full detail exactly what's going on in the consumer's home. If I can't get first responder then I move along contacting the second or third responder by phone or leaving a message. My job also included taking incoming calls from clients helping them resolve any issue or problem they may have in their home or simply be a caring heart or a listening ear for a venting client. Support is Very Huge.

Behavioral Health Technician

Lakeland Behavioral Health System - Springfield, MO

May 2016 to January 2018

I worked with children with behaviors between the ages of 7 to 18. I worked overnights which included being a shift lead responsible for 10 employees a night working under me, also an preceptor, responsible for answering phone calls, handling paperwork, filing paperwork, typing reports daily (basic computer work) laundry and walking unit every 15 mins to check on patients. I also was responsible for documenting anything that goes on throughout shift, making sure that my team gets everything done in a timely manner. Issuing each team player their job for the night, supervising making sure my shift is ran smoothly, Tight and right.

Quality Control Inspector/Machine Operator

Adecco - St. Louis, MO

April 2015 to May 2016

Responsibilities

Work in a variety of warehouse settings, tagging merchandise to be shipped as ordered, inspect merchandise, inventory, operating machines and filling them with product.

Skills Used

Skills I presented was detail and perfection.

Behavioral health tech

Lakeland behavioral Health System - Springfield, MO

April 2014 to April 2015

Responsibilities

My job duties consisted of each night was to monitor children between the age of 2 and 17 throughout the night, walk hallways every 15mins throughout my entire shift to make sure patients we're still breathing, chart on patients depending on their activity. I did overnite paperwork, preparing it for day shift each night. Laundry, folding clothing for patients and delivered them to assigned room and I woke each patient up every morning before my shift ended, take temperatures, collect height and weight and prepared adolescents for showers.

Accomplishments

I was a great impact I brought lots of positivity and calmness to lots of the patients while working here.

Skills Used

I demonstrated positive energy and professionalism.

Cashier

Goodwill Mers

January 2012 to April 2014

Responsibilities

I metted and greeted customers, rang cash sales, debit and credit. Assisted customers on the floor and dressing room as needed. Made sure clothing was nice and tided for customer's appearance on clothing floor, hang clothing and also sort through clothing. Overall satisfying customer's and making them feel @ home as much as possible.

Skills Used

I demonstrated team work, kindness, professionalism, and strong work ethics.

Kitchen Aide

Riverview Gardens Food service - St. Louis, MO
September 2010 to January 2012

Responsibilities

I was responsible for setting up breakfast each morning for students, preparing and cooking lunch for students, serve student meals @ each lunch period,run cash machine, collect students lunch money, clean cafeteria after each lunch period and assist students as needed.

Accomplishments

I was a great positive impact to the students. Excellent role-model. All of the students loved me and looked forward to seeing Ms.Keisha everyday.

Skills Used

I demonstrated professionalism, detailed orientation and great communication skills.

Dietary Aide

Christian Care Home - St. Louis, MO
March 2008 to September 2010

Responsibilities

I worked trayline each morning, placing food on trays, preparing food carts to be transported to each unit for patients. I prepped patient's lunch, worked dining area, setting up and cleaning up. I also worked the dish room.

Accomplishments

I had a great impact on the employees and residents. I am a people's person, people love me.

Skills Used

Cleanliness, detail,communication skills and teamwork.

Education

Highschool Diploma

McCluer Highschool

Skills

Type 45 Wpm (8 years), Telemarketing, Call Center, Customer Support, Customer Service, Customer Care

Certifications and Licenses

BLS for Healthcare Providers

September 2019 to September 2020

CPI