

Trista Marcellia

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Professional Summary

Immediate Goal:

Employment as a licensed practical nurse at the Veterans Affairs Health Administration in Critical Care (ICUs, Step down ICUs, Emergency Departments)

Acute Care (Medical, Surgical, Oncology, Cardiology, Urgent Care), Operating Room / PACU (Patient Acute Care Unit)

Career Goal:

To provide excellent and quality nursing care to all patients in any setting of hospital or long-term Care Facility

Education

- **Practical Nursing - Associate of Applied Science**
- **Central Louisiana Technical Community College- Natchitoches, LA**

Work History

Ward Clerk- December, 2021 to Present

Autumn Leaves

Nursing and Rehabilitation Center- Winnfield, La

- checking patients in and out
- scheduling doctor consultations
- answering basic queries from patients
- processing payments
- maintaining patient records, which may involve recording a patient's diagnosis, pulse, blood pressure and other vitals
- ensuring medical records, lab reports and patient information are readily available to medical staff, such as doctors, nurses and other healthcare providers
- answering calls from patients and medical staff and forwarding calls to the correct department
- directing coworkers and patients to the right location
- accepting and forwarding deliveries

Office Manager - May, 2002 to October, 2021

Brookshire's - Winnfield, La

- Ensures front end operations and staff are promoting high level of engagement and customer satisfaction. Works with upper management to proactively address issues and concerns through

effective communication, adherence to Company policies, and thorough training of front end partners. Ensures adequate staffing, a clean and safe store environment, and expedient check out services for a pleasant customer experience.

- Provides friendly and customer service-oriented attitude by greeting customers, answering questions, and responding to customer complaints. Addresses front end procedural issues brought to attention by cashiers and courtesy/utility clerks. Displays exemplary customer service, acts as a role model for partners, and enforces customer service standards.
- Assists upper management to train front end staff on policies and procedures related to customer service, product codes, cash handling/tender procedures, use of scanners and bagging protocol. Monitors and evaluates performance through observation and written or on-the-job testing.

Certifications

- 2003: Certified Nursing Assistant, Central Louisiana Technical College-Natchitoches Campus
- 2008: Certified Nursing Assistant, Louisiana State University at Shreveport

Additional Information

Experiences:

- 2003-2004 Certified Nursing Assistant at Heritage Manor Long-Term Rehabilitation Facility, Full-time, Natchitoches, La
- 2003-2004 Certified Nursing Assistant at Natchitoches Regional Medical Center, Full-time, Natchitoches, La
- Duties:
- Assisting residents in making sure they have regular meals, are able to do activities of daily living and their personal hygiene. Monitoring vitals and patient behavior and reporting them to the nursing and medical staff. Assisting patients with mobility needs, transferring them from wheelchair to bed.

Available: Immediate

References: Available upon request

Accomplishments

- 2001 National Youth Leadership
- 2001 Beta Club Member
- 2010 Phi Kappa Honor Society

Affiliations

- Zeta Phi Beta Sorority, Incorporated