**Anne Mbugua**

Providence, RI 02909 ⬝ Annekinity@yahoo.com ⬝ (203)-804-1370

**Summary**

Energetic and hardworking individual with 15+ years of experience in the medical field seeking employment.

**Skills**

* Perform quality work to meet deadlines with or without supervision
* Interact professionally with patients, families, and staff members
* Work effectively as a team contributor on all assignments.
* Comfortable working with various kinds of technology - MS Word, Excel, Powerpoint, and Outlook
* Strong attention to detail and organizational skills
* Fluent in English and Swahili

**Education**

Johnson & Wales University

Human Resources Management Graduating in May 72022

**Certifications**

Tracom College 2005

Administrative Assistant Program

**Work Experience**

Lifespan 2021

Unit Secretary

* Coordinates the flow of patient activity and information on the unit/clinic based on currently approved policies and procedures recognized by the Hospital
* Functions as a member of the Health Care Team under the direction of Clinical Manager or designee to perform a variety of clerical duties
* The Unit Secretary is responsible for good interpersonal and clerical skills which promote quality patient care
* Exhibits appropriate use of medical terms and abbreviations
* Works as a member of the team to identify cost saving measures in unit/clinic operations and patient care delivery to solve work process problems and create new work methods
* Organizes prioritize workload based on patient unit/clinic needs

Roger Williams Medical Center

*Financial Representative*  2020

* Ensured that the medical center’s financial and patient related databases were accurate and complete
* Routinely provided counseling and/or education to patients, families, and assigned representative relative to financial responsibility
* Interpreted and reviewed physicians’ orders for laboratory services, written documentation, and other ancillary testing
* Performed all aspects of admissions and registrations throughout the medical center
* Maintained and adequately tracked census, bed, and unit assignment
* Retrieved medical records and cardiology reports to expedite patient evaluation and treatment of all patients.

*Unit Ambassador*  2018-2020

* Provided excellent customer service to patients, families, and colleagues in person and online.
* Assisted unit team with problem solving and process improvement
* Reviewed medical records daily to ensure that forms and logs were up to date
* Verified medical record completion at time of discharge and disassembled charts for medical records processing
* Ran telemetry strips at time of admission and every four hours and tracked rhythm changes
* Notified appropriate unit staff of changes in baseline rhythm including heart rate and potentially lethal rhythms

**A&J Personnel** New Haven, CT 2013-2015

*CNA/Cargiver*

* Provided general patient care and performed routine treatments and procedures as directed by the Registered Nurse.
* Provided care and assisted with personal hygiene to promote patient’s comfort and well being
* Checked and recorded intake and output as ordered.
* Took and recorded patients’ vital signs and other measurements as indicated.
* Gave enemas, reinforced simple non-sterile dressings, applied binders, collected specimens, applied heat or cold devices and performed other routine tasks.
* Assisted the RN in caring for seriously ill patients or in complicated treatments or procedures.

**Whitney Health Center** New Haven, CT 2011-2013

*CNA*

* Responded to patient calls and determined the best way to help them
* Assisted patients or residents with getting out of bed, bathing, dressing, using the toilet,
* Collaborated with physicians, nurses, and caregivers regarding patient treatment plans and patient condition
* Recorded liquid and food intake and output of urine and fecal matter and reported abnormalities or changes to medical staff
* Performed vital signs tests as necessary
* Listened to and observed patients’ complaints and physical symptoms

**St. George’s Grassland Academy** 2004-2009

*Customer Service Representative*

* Answered the telephone and directed calls to appropriate staff members
* Assisted with event coordination
* Processed invoices
* Prepared payroll and adhered to all payroll regulations
* Handled staff calendars
* Took inventory of office supplies and placed orders

**Volunteer Work**

* St. Raphael Hospital New Haven, CT
* Yale New Haven Hospital
* Integrated Refugee & Immigrants (IRIS)