

Susan W. Eaton

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OBJECTIVE

- Dedicated, service-focused professional seeking to transition into healthcare as a nursing assistant.
- Highly motivated to launch nursing career; future goals include education leading to NA certification and, ultimately, an RN license.
- Reliable worker with the ability to quickly learn new concepts and skills.
- Backed by a solid work history, reputation as a team player and passion for helping others.
- Background includes experience caring for terminally ill cancer patient.
- Current on all immunizations (including tuberculosis and hepatitis B).

WORK EXPERIENCE

Waitress

8/2005 – Present, ABC Restaurant, Brooklyn, New York

- Received "exemplary" and "exceeds expectations" ratings on all performance reviews. Cited for excellence in interpersonal communications, teamwork, customer service, flexibility and reliability.
- Demonstrated the ability to interact with customers from diverse cultures and backgrounds.
- Transformed "difficult" customers into loyal, repeat guests by leveraging strengths in premium service delivery and ability to find win-win resolutions.
- Commended for multitasking abilities; frequently assigned the largest section of restaurant during peak dining hours.
- Recognized for superior performance and dedicated service commitment through four-time awards as "Employee of the Month."

Primary Care Provider

6/2003 - 3/2004, Brooklyn, New York

- Shared joint responsibility (along with mother) for the care of terminally ill grandparent suffering from cancer.
- Learned the basics of assessing patient vital signs under the tutelage of home healthcare nurse.
- Assisted home nurse and hospice staff with all aspects of daily care, including bathing, feeding and dressing.
- Helped to ensure grandparent's last year was as comfortable, dignified and enriching as possible.

AFFILIATIONS

10/2003-present: Humane Society, Volunteer

1/2001-1/2002: Big Brothers, Big Sisters of Brooklyn and Queens

SKILLS

- MS Word
- MS Excel
- MS Outlook
- Activities of Daily Living (ADL)
- Quality Patient Care

ADDITIONAL INFORMATION

Available for all shifts, extended hours and weekend assignments.