

# DONNETTE PEREIRA

942 East 89<sup>th</sup> Street, Brooklyn, NY 11236 (917) 687-5139 | PDONETTE14@AOL.com

---

***Versatile ACS Coordinator/ administrative professional*** with over four years of experience providing administrative and operational support in fast-paced environments. Proven history of quickly learning new skills and systems. Track record of increasing customer service and operational efficiency. I am focused and committed to customer and client satisfaction. Accurate typist, and proficient in Microsoft Word, and billing software. Team-oriented leader with excellent communication and interpersonal skills.

*Core competencies:* office management, scheduling, data entry, event planning, billing, customer service, reception, records/document management.

## - PROFESSIONAL EXPERIENCE-

### ***COUNSELING SERVICE OF EDNY (CSEDNY), Jamaica and Brooklyn, NY***

07/08 – present

#### ***ACS LIASION***

Works in an all-inclusive environment and

- Oversee daily operations in the Jamaica office of a non-profit organization.
- Greet visitors/clients and process sign-ins and sign-outs.
- Prioritize daily workflow, provide direct and quality service to ACS clients, and schedule intake appointments and counseling sessions.
- Monitor employee time and compile weekly staff timesheets. Enter sensitive client toxicology results into the computer database.
- Analyze data and create weekly reports for executives and directors detailing attendance and claims.
- Liaise with ACS workers, Lawyers, courts, and state entities
- Handle general office duties including acs billing
- Work directly alongside the clinical director to manage and oversee the entire client process (including referrals, enrollment statuses, maintain confidentiality of and treatment records, billing )

### ***Sun Harbour Rehabilitation Centre, Roslyn, NY***

#### ***Certified Nursing Assistant***

4/01/10 – 8/01/10

- Delivered adult residents with assistance in their daily living.
- Accurately administered remedies, such as catheterizations, suppositories, irrigations, enemas, as directed by physicians or head nurse.
- Assisted residents with beauty salon/barber appointments.
- Monitored residents' condition and report changes in attitude, appearance, behavior and/or physical ability to the head nurse on-duty or LVN.
- Maintained confidentiality of all pertinent resident care information to assure their rights are protected.
- Provide clear concise and accurate reports to the head nurse.
- Ensured that each and every resident's needs are met and exceeded while sustaining the highest degree of dignity.
- Planned scheduled staff meetings and resident care in-service trainings.
- Assist residents with cleanliness, grooming and nourishment needs.
- Launder residents clothing as required.
- Trained new CNA's on quality standards of congregate living of health care environment and service orientation.
- Ambulated and repositioned patients as needed.

- Obtained and documented patient vital signs (temperature, blood pressure, respiration, and pulse) and recorded height and weight to enter in patient databases.
  - Performed EKGs (Electrocardiograms) and collected samples for laboratory tests as needed.
  - Maintained good communication with co-workers for proper team functioning.
  - Administered phlebotomy procedures.
  - Provided a hygienic and safe environment for patients.
  - Reported sensitive data to all levels of healthcare professionals as needed.
  - Provided care to children under the supervision of a registered nurse.
- 
- Assisted the physician with patients.

### **Education**

- New York City College of Technology, Associate Degree in Human Services- to present
- Certification for Hair Follicle Collection, College for American Pathology, August 2011
- Diploma Nursing Assistant, FOB School of Health Career- May 2008
- Diploma Office Clerk, DICI Business Institute- May 2008
- EKG Phlebotomy Technician, ACCESS Careers- June 2004

### **License**

- Certified Nursing Assistant
- Patient Care Technician/Nurse Technician
- Phlebotomy & EKG Technician