



# VERNA ROBINSON

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## PROFESSIONAL SUMMARY

Health Aide working with community healthcare organizations, delivering support to practitioners and patients. Provides clinical and administrative assistance, including primary healthcare and emergency response services. Passionate about educating patients on maintaining healthy lifestyles. Diversely qualified Health Aide trained and certified in providing ranging services, including skilled nursing, assisted living, post-acute medical and rehabilitation, hospice care and [Type] therapy. Provide empathetic, personal care to patients, promoting comfort and support. Skilled in working with disabled and elderly patients with patience, humor and attention to detail.

## SKILLS

- Community integration
- Home Health Care
- Care plan assessment
- Excellent work ethic
- Progress documentation
- Good listening skills
- First Aid and Safety
- Reading comprehension
- Patient Care
- Customer Service
- State Regulations Knowledge
- Computer skills
- Cleaning
- Organization and Time management
- Meal Preparation
- First Aid/CPR
- Patient Bathing
- Critical thinking

## WORK HISTORY

### HOME HEALTH AID

2013 to 2017

ASAP Home Health | Washington, DC

- Traveled to clients' homes to provide healthcare services and promote continuity of care.
- Provided patients and families with emotional support and instruction in preparing healthy meals, independent living and adaptation to disability or illness.
- Maintained records of patient care, condition, progress or problems to report, and discussed observations with supervisor or case manager.
- Provided mobility assistance such as walking and regular exercising.
- Interacted kindly with patients and families and displayed positive, outgoing attitude, resulting in establishment of long-term, professional relationships.
- Administered prescribed medications under direction of physician.
- Completed entries in log books, journals and care plans to document accurately report patient progress.



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- Administered prescribed medications under direction of physician.
- Completed entries in log books, journals and care plans to document accurately report patient progress.
- Cooked tasty, nourishing meals for patients with [Type] and [Type] conditions to promote better nutrition.
- Wiped down equipment with proper cleaning products after each patient transport to reduce instances of infection.
- Maintained clean, safe and well-organized patient environment.
- Assisted with general household activities, such as cooking, meal preparation and grocery shopping.
- Monitored progress and documented any patient health status changes, keeping healthcare team updated.
- Helped patients safely transition between sleeping surfaces and mobility assistance such as wheelchairs by providing consistent support.
- Assisted patients with handling daily chores and errands by transporting to appointments, cleaning personal spaces and purchasing supplies.
- Provided transportation, managing and scheduling appointments.
- Assisted clients by performing laundry, meal preparation and other tasks.
- Delivered assistance to elderly clients in daily activities including bathing, dressing, physical transfers and care for incontinence.
- Provided information about health system navigation, patient rights and health information privacy.
- Developed rapport to create safe and trusting environment for care.

#### ADMINISTRATIVE ASSISTANT

DJ Wallace | Washington, DC

01/07 to 07/07

- Managed office in

## ADMINISTRATIVE ASSISTANT

01/07 to 07/07

DJ Wallace | Washington, DC

- Managed office inventory by restocking supplies and placing purchase orders to maintain adequate stock levels.
- Handled client correspondence and tracked records to foster office efficiency.
- Processed invoices and expenses using [Software] to facilitate on-time payment.
- Sorted and distributed office mail and recorded incoming shipments for corporate records.
- Performed research to collect and record [Type] data.
- Managed [Software] databases converting complex data into easy-to-interpret data.
- Composed internal memos and external correspondence for senior management and reviewed all documentation to eliminate errors.
- Performed general office duties, including answering multi-line phone system, routing calls, delivering messages to staff and greeting visitors.

## LEGAL SECRETARY

01/01 to 01/04

James E. Joyner, Esquire | Oxon Hill, MD

- Scheduled all appointments, appearances and briefings.
- Filed documents with courts on behalf of attorney.
- Processed appeals, motions and pretrial agreements.
- Diligently edited legal correspondence for grammar and spelling.
- Received and placed telephone calls to clients and prospective clients.
- Screened telephone calls and forwarded to appropriate departments.
- Answered and directed calls using multi-line switchboard.
- Scheduled and made appointments for [Number] attorneys.
- Maintained calendar and tickler system for managing partner, associate attorney and senior paralegal.
- Created, indexed and maintained client binders.
- Prepared legal correspondence and wrote professional letters for legal assistants and attorneys.
- Obtained signatures from attorneys for legal documents.
- Organized



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- Created, indexed and maintained client binders.
- Prepared legal correspondence and wrote professional letters for legal assistants and attorneys.
- Obtained signatures from attorneys for legal documents.
- Organized envelopes, postage and mail correspondence for staff and management, maintaining postage meter and coordinating with delivery and courier services.
- Entered new cases into company database.
- Developed and maintained filing and retrieval systems.
- Arranged for delivery of legal correspondence to clients, witnesses and court officials.
- Organized files for court proceedings.
- Completed accident reports, trial and courtroom requests and applications for clients.

#### EDUCATION

- Associate of Science | Medical Science  
South University, Savannah, GA 02/2014
- Associate of Science | Medical Billing And Coding  
Sanford-Brown College - McLean, Mclean, VA 04/2010
- High School Diploma  
Ballou Stay, Washington, DC 06/1975

