

# Nancy Rodriguez

Home Health Aide

## CONTACT INFO

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- Compassionate Home Health Aide ready to provide personalized care in clients' homes while respecting their independence and lifestyle preferences
- Recently certified with 85 hours of comprehensive training including hands-on clinical experience in dementia care and medication management
- Skilled at adapting care routines to individual household dynamics and building trusting relationships with clients and families
- Bilingual in English and Spanish with experience providing culturally sensitive care to diverse populations
- Available for flexible scheduling including weekends, evenings, and overnight shifts

## CERTIFICATIONS AND TRAINING

### Home Health Aide Certification

Springfield Community College, Springfield, IL

COMPLETED: FEBRUARY 2024

### CPR and First Aid Certification

American Red Cross

CURRENT THROUGH MARCH 2026

## ADDITIONAL TRAINING

### Diabetic Care Management Workshop

Springfield Health Center

JANUARY 2024

### Nutrition for Elderly Adults Online Course

COMPLETED DECEMBER 2023

### Background check completed and cleared

FEBRUARY 2024

## WORK EXPERIENCE

### Private Residence, Springfield, IL

#### Family Caregiver

SEPTEMBER 2021 - JANUARY 2024

- Provided daily care for grandfather with moderate dementia and diabetes, including assistance with bathing, dressing, and grooming
- Managed complex medication schedule for 8 daily medications and monitored blood glucose levels twice daily
- Prepared nutritious meals following diabetic diet restrictions and pureed texture requirements
- Implemented memory exercises and engagement activities to maintain cognitive function and reduce agitation
- Accompanied to medical appointments and communicated effectively with healthcare team about condition changes
- Maintained detailed care logs and coordinated with family members about daily care needs

### Walgreens Pharmacy, Springfield, IL

#### Customer Service Associate

MARCH 2019 - AUGUST 2021

- Assisted elderly and mobility-impaired customers with prescription pickup and medication questions
- Demonstrated patience and clear communication when explaining insurance coverage and medication instructions
- Maintained strict confidentiality protocols in healthcare environment
- Developed relationships with regular customers, many of whom specifically requested my assistance
- Handled challenging situations calmly, including confused customers and medication emergencies

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## Golden Corral, Springfield, IL

JUNE 2017 - FEBRUARY 2019

### Restaurant Server

- Assisted elderly guests with special dietary needs and mobility accommodations
- Maintained strict sanitation protocols ensuring clean and safe environment for 75+ daily customers
- Developed stamina for standing and walking extended periods while maintaining professional demeanor
- Managed multiple tasks simultaneously while providing attentive, personalized service

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## SKILLS

### Technical Skills

- Vital signs monitoring and accurate documentation
- Safe transfer and positioning techniques using proper body mechanics
- Medication reminder systems and administration assistance
- Blood glucose monitoring and diabetic care
- Personal hygiene assistance and incontinence care
- Meal preparation for special diets (diabetic, pureed, low-sodium)
- Light housekeeping and laundry management
- Medical equipment operation (blood pressure monitors, glucometers)
- Care plan documentation and family communication

### Interpersonal Skills

- Dementia and Alzheimer's communication techniques
- Cultural sensitivity in diverse households
- Active listening for verbal and non-verbal pain indicators
- Crisis de-escalation and behavioral redirection
- Boundary setting while maintaining warmth and compassion
- Family communication during stressful situations
- Adaptability to different household routines and preferences

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## EDUCATION

### Springfield Central High School, Springfield, IL

GRADUATED: MAY 2017

#### High School Diploma

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## AWARDS AND RECOGNITION

### Clinical Excellence Recognition

FEBRUARY 2024

#### Springfield Community College HHA Program

- Achieved perfect scores on all practical care evaluations
- Selected for advanced dementia care clinical placement
- Received instructor commendation for exceptional patient interaction skills

### Customer Service Excellence

2020

#### Walgreens Pharmacy

- Received multiple customer commendation letters for compassionate service to elderly customers
- Maintained 100% attendance record during COVID-19 pandemic

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## PROFESSIONAL REFERENCES

### Linda Martinez, RN

#### Clinical Instructor - Springfield Community College

Phone: (555) 123-4567

Email: lmartinez@scc.edu

Relationship: Clinical supervisor during HHA training program

May contact: Yes

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**Dr. Patricia Williams, MD**

**Family Physician - Springfield Medical Group**

Phone: (555) 345-6789

Email: pwilliams@springfieldmed.com

Relationship: Grandfather's physician who observed my caregiving during appointments

May contact: Yes

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**Michael Thompson**

**Pharmacy Manager - Walgreens**

Phone: (555) 456-7890

Email: mthompson@walgreens.com

Relationship: Direct supervisor for 2.5 years

May contact: Yes