Deanna Johnston

8135084739 | johnstondeanna02@gmail.com | Tampa, Fl

Experience

Lakes at lutz | Tampa, FL
CNA - Certified Nursing Assistant | 02/2024 - Present
•Documented patient care services by charting in designated areas

•Reported changes in patient conditions to registered nurse or physician.

•Performed vital sign assessments, such as taking blood pressure, temperature, and respiration rate.

•Maintained a clean, safe environment for the patient by adhering to infection control policies and procedures.

•Provided assistance with activities of daily living, including bathing, dressing and grooming

Winn-Dixie | Tampa, FL
Customer Service Representative | 07/2023 - 01/2024

- Handled customer inquiries, answered questions, and resolved problems in a timely manner
- Created a team culture of exceeding customer expectations, exceeding all company performance goals and standards
- Completed all cash office duties with closing the store including, filing paperwork, counting money, and depositing

European Wax Center | Newnan, GA
Assistant Manager | 01/2023 - 06/2023

- Offered strong customer service skills, keeping customers satisfied and increasing sales annually
- Developed a system that tracked all in-store customers and exposed new opportunities for customer retention
- Resolved all customer complaints and issues with a compassionate attitude
- Created monthly sale goals for our team/ store

Skills

Customer service, Computer skills, Medical Terminology, Team player

Education

Premiere nursing academy | Tampa, FL
Certified nursing assistant | 01/2024

Summit salon academy | Tampa, FL
Aesthetician | 12/2021

Gaither high school | Tampa, FL
05/2020

Certificates

First aid/ CPR/ AED certified