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PH

# Pauletta Howard

4231 N. 61st Street Milwaukee, WI 53216 | (414) 737-0894 |

[HowardPauletta@gmail.com](mailto:HowardPauletta@gmail.com)

## Summary

- Well-qualified Customer service professional proficient in handling complex customer service issues and promoting positive experiences.
- Efficiency-driven and organized with team-oriented mentality and dedication to customer satisfaction, business goals and sales excellence.
- Skilled in coordinating documentation and handling payments.

## SKILLS

- Complaint and Conflict Resolution
- Time Management
- Account Management
- Active Listener
- Excellent Multi-tasker
- Professional Telephone and in-person demeanor
- MS Office Proficiency
- Strong organizational skills

## EXPERIENCE

**Homes for Independent Living, Milwaukee, WI- Client Service Representative**

03/2019 - PRESENT

- Safely transport clients, administer medications, assist residents with daily living and social tasks in accordance with individual service plans
- Maintain appropriate and professional boundaries with clients interacting with them in a sincere meaningful way, while maintaining a caregiver/client relationship.

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### **Amazon, Sussex, WI- *Delivery Driver***

11/2018 - 01/2019

- Loading, transporting, delivering items to clients or businesses in a safe and timely manner.
- Review orders, ability to logically navigate the city, provide excellent customer service in answering questions and handling complaints from clients.

### **Blood Centers of Wisconsin, Milwaukee, WI- *Donor Service Representative***

07/2018 - 01/2019

- Kept abreast of donation requirements, maintained documentation of current and potential donors, and developed relationships with potential referral services.
- Maintained confidentiality of patient files, Cooperated with related health agencies, provided education to patients on addiction recovery and community resources.

### **Ara Dialysis Milwaukee, WI- *Dialysis Technician***

09/2016-07/2017

- Educated patients on dialysis procedures, collect patient vitals, prep patient and machine for dialysis
- Initiate, monitor and terminate outpatient hemodialysis according to established protocols
- Perform routine sterilization, cleaning, and maintenance of hemodialysis machines and equipment according to OSHA guidelines

## **EDUCATION**

### **City of Angels, Los Angeles, CA-**

*High School Diploma- General Studies*

### **Los Angeles County Office of Education, Palmdale, CA-**

*High School Diploma- Career and Planning Seminar*

## **Certificates**

- Dialysis 12/19
- Cpr 12/19

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## REFERENCES

- Kurt Dorn | (414)292-7154 | [dornkurt@aol.com](mailto:dornkurt@aol.com) | Milwaukee, WI
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