

Malaysia Clemons

Cincinnati, OH 45240 | +1 283 231 5542 | malysiaclemons08@gmail.com

Work Experience

Direct Support Professional

GMR Exceptional Care | Cincinnati, OH

February 2017 to Present

- Provides direct care to those with intellectual and developmental disabilities
- Performs personal care tasks, including assistance with basic personal hygiene and grooming, feeding, and ambulation, medical monitoring, and health care related tasks
- Administer medication
- Document for the daily activity and document any medication I've given

Administrative Assistant

Cincinnati Children's Hospital | Cincinnati, OH

May 2024 to March 2026

I started supporting one neurosurgeon, and now I support 3. My responsibilities are to manage their work calendar in Outlook, coordinate meetings, respond on their behalf, write letters of recommendations, coordinate with the fetal team, handle student badging, create contingent worker job profiles and get students approved for access in our systems, process reimbursements, book flights and hotels, manage spend authorizations, process expense reports (in USD and other currencies), handle invoices, manage recertifications for license renewals, schedule clinics, and have experience in scheduling surgeries. I am responsible for making the orders for our department all across the board and keeping up with PTO, etc. in Excel, Microsoft Word, Epic, requisitions, purchase orders through Workday, shipping for my neurosurgeons, and APRO renewals.

Concierge

Cincinnati Children's Hospital | Cincinnati, OH

April 2022 to May 2024

- Help families find resources
- Book hotels, flights, and ubers
- Send out family mail
- Check patients in for surgery, give families tours if they need assistance finding areas in the hospital, work in Epic by checking in pre-admissions, and setting up mychart bedsides
- Provide families with comfort in end of life situations
- Collaborate with HUCS on the ICU on updates about patients and communicate those updates to the families that may have any concerns
- Provide the upmost respect and patient experience
- Communicate with the OR about patients in procedures
- Round in the emergency department with snack carts to make sure the families are in comfort while waiting
- Networking and coming up with ideas to put to use throughout the whole hospital

Patient Service Representative (PSR)

UCMC | Cincinnati, OH

December 2019 to March 2022

- Greeting patients and checking them in
- Obtaining patients' addresses, contact details, insurance information, and medical histories. Updating the patients information when needed
- Directing the patient to their room that their assigned room
- Scheduling patient appointments and making reminder calls
- Filing and scanning paper work as needed
- Answering the phone when a patient has a concern or any questions

COVID-19 Tester

UCMC | Cincinnati, OH

December 2020 to November 2021

- Greet patients and introduce myself as their tester
- Ask questions about their visit and explain how the test will be performed
- Swab inside the patients nose
- Give the patients information on how they will get their results back
- Document in their charts and store sample
- Disinfect the room

Education

Nursing (Some College)

Hondros College of Nursing | Cincinnati, OH

July 2020 to September 2020

General Studies (High school diploma)

Penn Foster | Scranton, PA

April 2014 to March 2015

Skills

Appointment scheduling **Report preparation** **Multitasking** **Attention to detail** **Analysis skills**
Order issue resolution **Office management** **Rotation scheduling** **Face-to-face communication**
Technical Proficiency **Employee relationship building** **Phone communication** **Verizon Connect**
Productivity software **Customer service** **Zoom** **Professional email communication** **Payroll**
systems **Expense management** **Audit report preparation** **Face-to-face client meetings** **Computer**
operation **Interpersonal communication** **Order fulfillment** **Order entry** **Manufacturing**
Organizational skills **Data reporting** **Client interaction via phone calls** **Client feedback sessions**
Windows **Emergency scheduling** **Data entry** **Microsoft Excel** **Typing** **Clerical experience**
Interpersonal skills **Document management** **Microsoft Word** **Microsoft Office** **Time management**
Virtual client meetings **Task prioritization** **Customer support** **Single-shift scheduling** **Basic math**
Microsoft Outlook **Executive administrative support** **Text messaging** **Communication skills** **Client**
interaction at trade shows **Teamwork** **Administrative experience**

Languages

English

Certifications and Licenses

CNA

September 2014

Medication administration

June 2020 to June 2021

- certified to pass medications as needed or as directed by a doctor for the patient

Driver's License

First Aid Certification

CPR Certification

Additional Information

Authorized to work in the US for any employer