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## Jeannette Gray

100 Broadway Lane, New Parkland, CA 91010

Home: 000-000-0000 | Cell: (555) 987-1234

Example-email@example.com

### Summary

Highly dedicated and conscientious Nursing Home Volunteer with a superb patient service record and strong knowledge base in elderly care. Adept at handling difficult or hostile patients with the highest degree of professionalism and courtesy. Flexible scheduling availability to include evenings some weekends and special nursing home facility events as may be required.

### Highlights

- Wide breadth of nursing home volunteer experience
- Exceptional grasp of nursing home procedure and policy
- Outstanding familiarity with healthcare customer service standards
- Excellent skills in handling patient concerns across a variety of age groups
- Strong skills in evaluating patient conditions and making sound recommendations accordingly to nursing staff
- Superior clinical judgment ability

### Volunteer Work Experience

#### Nursing Home Volunteer Warner & Banks Nursing Care Services

6/1/2011 - Present  
St. Paul, MN

- Assisted with patient transportation within nursing home facility.
- Helped patients with reading eating dressing bathing and other daily activities on a regular basis.
- Maintained and updated patient records and documentation.
- Assisted in new patient care program development.
- Led patient leisure and exercise activities on a regular basis.
- Helped in cleaning and straightening patient rooms on a regular basis.

#### Nursing Home Volunteer JHC Managed Care Inc.

6/1/2007 - 5/1/2011  
Minneapolis, MN

- Contributed to volunteer management program design.
- Assisted with new volunteer recruitment and training programs.
- Provided budget preparation support as requested.
- Educated and mentored new volunteers in patient handling and sensitivity.
- Furnished clerical and reception assistance as necessary.

### Education

#### Bachelor's Degree - Nursing and Public Health University of St. Catherine

2007  
St. Paul, MN

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