

XENA DOVE

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561-797-3353

PROFILE

Dedicated and empathetic healthcare professional with a solid history of providing exceptional patient care and overcoming challenges. Recognized for excellent communication skills, teamwork, and a strong work ethic. Consistently on the Academic Dean's List and honored in collegiate basketball. Seeking a remote or clinical healthcare role to utilize my skills in patient support, problem-solving, and medical knowledge.

SKILLS

- Healthcare Expertise: Certified Nurse Aide, CPR/BLS Certified, EPIC software knowledge
- Technical Skills: JavaScript, CSS web design
- -Soft Skills: Empathetic, courteous, problem-solving, decision-making under pressure, leadership, time management
- Other: Business-minded, honest, and dedicated professional

WORK EXPERIENCE

Travel Certified Nurse Assistant – CNA

May 2023 – Current

Agency work for: ShiftKey, ShiftMed, Clipboard Health, Gale and Kare

- Provided excellent patient care, including daily activities and personal hygiene support.
- Assisted patients with mobility, turning, and repositioning.
- Monitored dietary restrictions and ensured appropriate diet.
- Recorded and reported patient intake and output to medical staff

Novant Health, Inc. – **Guest Service Representative**

May 2022 – Jan 2024

8201 Healthcare Lp, Charlotte NC 28215

- Anticipates the immediate needs of patients and visitors; provides a warm welcome
- Screen individuals at facility entry points using specific steps outlined in screening procedures.
- Rounds frequently throughout assigned areas making certain patient and visitor needs are met
- Demonstrates honesty, discretion in conduct, and confidentiality in conversations in all areas of work environment. Ability to prevent escalation of conflicts through conflict resolution.

Champs Sports Good – **Cashier**

November 2021 – May 2022

8111 cord Mills Boulevard, Concord, NC 28027

- Collected bill payments as well as contributed correct changes back to customers
- Organize clothing and accessories
- Attend to customers when we are busy to help the sales reps

The Joint Chiropractic - **Wellness Coordinator/ Receptionist**

November 2021 – May 2022

6820 Matthews-Mint Hill Rd, Ste 202 Mint Hill, NC 28227

- Scheduled appointments and assisted clients with billing and charges.
- Maintained accurate patient records and ensured a clean office environment.
- Responded to customer inquiries via phone, email, and text.

RHA Health Services – Behavioral Support Specialist

June 2019 - March 2020

11950 Howell Center Dr, Charlotte, NC 28227

- Watch over several clients in a room for roughly 8 hours, often helping to assist with showering, feeding and other activities.
- Assisted with housekeeping duties and helped each patient reach their individual goals that were set per provider.
- Track each patient’s progression in their folder with their medical binder.
- completed hallway duties before the 3rd shift came in, by sitting at the end of the hallway or door to make sure no patient left their room without permission

Sales Associate – Assistant Manager

September 2018 – May 2019

Metro by T-Mobile | 2504 Little Rock Rd, North Carolina, Charlotte 28214

- Greeted customers as they walk in and assisted them in any way I could.
- Suggested options they can choose from phone wise to accessories.
- Collected bill payments as well as contributed correct changes back to customers.
- Started off as a Sales Rep and worked my way up to Assistant Manager.
- Trained new employees and completed all paperwork going over our store numbers.
- Created a very positive, inviting environment for customers. Promoted within 3months.

Sales Associate - Key Holder

March 2017 – August 2017

Underground Journeys | 5100 North 9th Avenue, Pensacola, FL 32504

- Greeted customers as walked into our store, handled the register by giving back correct change and made sure customers were satisfied.
- Always made sure I could help brighten their day with my customer services skills or by even asking them about their day.
- Very enthusiastic when it came to helping out customers because I wanted to make their time well spent in our store and build a relationship with the customer, so that they will return.
- As a sales representative I was moved up to be Key Holder within months of working there.

Sales Associate (Seasonal)

March 2016

Honey Baked Ham | 7010 N Davis Hwy, Pensacola, FL 32504

- Greeted people as they entered the store, get them food samples, and persuade people to buy either turkey or ham.
- Engaged with the variety of people that walked through those doors and I made them wait in line feel amazing by interacting in conversations with the customers

EDUCATION

- **ECPI University** Current
A.A.S. Nursing
- **Johnson C. Smith University, Charlotte, NC** December 2020
Bachelor of Science in Biology
- **Pensacola State College** May 2017
Associate Degree
General studies/Minor in Liberal Arts 3.8 GPA