

# Itchaqueira Fontanez

## **RD/LDN**

Wellington, FL 33414

[itchaqueiraf@yahoo.com](mailto:itchaqueiraf@yahoo.com)

863-258-7986

Over five years of experience in customer service, data entry, nutrition counseling, public speaking and health promotion. Fluency in English and Spanish, intermediate fluency in French. A reliable, amicable, well-organized, responsible, dedicated, and avid professional with the ability to learn and apply new concepts, systems, and skills quickly and efficiently.

Authorized to work in the US for any employer

## Work Experience

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### **Lead Dietitian**

Lakeside Medical Center - Belle Glade, FL

September 2020 to Present

- Malnutrition screening of all admissions.
- Full nutrition assessments and follow-ups, ADIME charting format, with nutritional needs calculations and counseling for patients that are: high-risk malnutrition, obese/overweight, underweight, diabetes mellitus, tube feedings, TPN, pressure ulcer/wounds, and NPO among others health conditions (MEDHOST software/HMS patient care/HMS session 1).
- Assist with planning layout of new EMR system (EPIC software) such as diet orders and formulary.
- Revise, update, and compose FNS policies and procedures related to nutrition education, enteral feedings, diet orders, assessments and screening as needed.
- Maintain enteral and oral nutrition supplement inventory; update products in facility formulary.
- Weekly quality and safety/temperature checks of patient meals through test trays.
- Attend interdisciplinary meetings such as leadership huddles, discharge planning, and wound care.
- Maintain, revise, and update facility patient menus on My Diet Manual website with Webtrition2 software/ menu nutrition analysis.

### **Nutrition Educator**

Women, Infants and Children (WIC) - Fort Myers, FL

July 2016 to June 2020

#### Responsibilities

- Educate, counsel, guide and encourage nutritional behavioral changes of pregnant as well as post partum women, and of infants and children.
  - Provide nutritional information depending on specific risky behaviors to participants in the program.
  - Input nutritional practice forms into the WIC computer system.
  - Assisted with check-in counter and interview process as needed.
- Maintain monthly reports.

### **Community Health Volunteer**

Peace Corps - Ouagadougou

January 2015 to April 2016

#### Responsibilities

- Work together with community members as project manager to bring awareness of various health topics such as polio prevention, parasites, and malaria treatment to the community through door to door visits
- Lead nutrition sessions at in-village middle school with youth between 10 and 19 years old to increase knowledge of health topics such as ISTs, HIV/AIDS, condom use, menstrual cycle, nutrition, hand washing, excision, family planning, dehydration, gender equality, and malaria through fun activities, demonstrations, and conversations.
- Collaborate with fellow volunteers in their villages to do soy transformations and lead hard soap making activities.
- Lead soy transformations to increase knowledge and nutritional value of soy and awareness of low protein daily eating habits.

### **Nutrition Educator**

ORANGE COUNTY HEALTH DEPARTMENT WIC PROGRAM - Orlando, FL

November 2013 to December 2014

#### Responsibilities

- Educate, counsel, guide and encourage nutritional behavioral changes of pregnant as well as post partum women, and of infants and children.
- Provide nutritional information depending on specific risky behaviors to participants in the program.
- Input nutritional practice forms into the WIC computer system.
- Assisted with check-in counter and interview process as needed.

#### Skills Used

Organization

Customer Service

Listening and communication skills

Critical Thinking skills

Computer literacy

Interpersonal Ability

Flexibility and Adaptability

### **Receptionist**

UnikWax - Orlando, FL

September 2013 to December 2013

#### Responsibilities

- Welcome and check-in all patrons before their services.
- Process monetary transactions and keep log of services in daily agenda.
- Answer phone and schedule services.
- Keep work place presentable and clean.
- Open and close store.

#### Skills Used

Organization

Customer Service

Basic computer program knowledge and use

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### **Waitress/Cashier/RB**

McAlister's Deli - Starkville, MS

July 2012 to August 2013

Greet all customers with charisma, provide all patrons with great customer service. Cleaning tables, dishes, and diner area as well as bathrooms. Serve food to patrons. Make cash and card transactions on a register, answer phone calls and take phone orders. Restock all products needed for the front of the house, deliver catering orders, and store maintenance.

### **Customer Assistant**

Collage Station & The Polos Apt. - Starkville, MS

July 2012 to July 2013

Provide great customer service to residents and prospective residents, answer phones, give property tours, run errands, receive mail, filing paperwork, make copies, clean office, off property marketing, and other clerical duties.

### **Office Assistant**

MSU Kinesiology Department - Starkville, MS

June 2011 to July 2013

Help all students, parents and faculty with any issues or questions. Answer phones, run errands, receive and send mail/correspondence, keeping records and files for over 1,300 students, send faxes, make copies, scan paperwork, send emails to students, input overrides and grades, and other secretarial work such as organizing office supplies and storage area.

### **Team Member**

Family Dollar - Starkville, MS

June 2011 to September 2011

Provided great customer service at the register and on the floor. Unloaded the weekly truck and restocked the store with the new products, help with store maintenance by cleaning. Using a register to check out patrons. Make cash and card transactions.

### **Cashier and Waitress**

Ameristar Casino (Bella's Bakery and Cafe) - Vicksburg, MS

March 2011 to June 2011

Worked in the front of the house ensuring customer satisfaction with the services and products provided. take patrons orders and payments at the register, serve food to patrons and provide them with great customer service.

### **Production Team Member**

Pizza Hut - Vicksburg, MS

January 2011 to June 2011

Phone operator, placed phone orders, food preparation and cooking, store maintenance.

### **Office Assistant**

EFNEP & FNP - Starkville, MS

August 2009 to December 2010

Answered phones, ran errands, typed and updated documents, made copies, sent faxes, translated documents from English to Spanish, handled mail, along with other clerical duties.

## **Waitress**

Ruby Tuesday - Starkville, MS

June 2009 to September 2010

Served customers, ensured their contentment with the services and products offered.  
Customer service, answered phones, food preparation.

## **Information Assistant**

Mississippi State University Housing Department - Starkville, MS

August 2008 to May 2009

Aug 2010- Dec 2010.

Answered phones, helped residents, received mail, gave directions, kept records, input fix-it tickets, ensured the safety of residents and protected their privacy.

## Education

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### **Pasco County Dietetic Internship in Dietetics**

University of North Florida - West Palm Beach, FL

August 2018 to May 2019

### **Bachelor of Science in Food Science Nutrition and Health Promotion**

Mississippi State University - Starkville, MS

2008 to 2013

## Skills

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- Spanish
- French
- Tube Feeding
- English
- Translation
- ICU Experience
- Motivational Interviewing
- Dialysis Experience
- Menu Planning
- Computer Literacy
- Public Speaking
- Medical Records

## Languages

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- Spanish - Expert
- French - Intermediate

## Certifications and Licenses

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### **Registered Dietitian**

## Additional Information

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- CPR certified
- Computer knowledge: Power Point, Excel, Microsoft Word / Fast Typing skills