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# Cheryl Knutson

I am an adaptable and adventurous individual who takes great pride in my ability to work in a team and motivate all those around me to offer their best in order to meet common objectives.

Rochester, MN  
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Excellent written and verbal communication skills, with an eye for detail Extremely productive in a high volume, high stress, environment. I'm a hard worker. I'm self motivated. A people person. Self taught. I'll grab a broom if there's nothing to do. I always keep busy. I always look my best. I'm dedicated, dependable, reliable, helpful, trustworthy, and self-motivated.

## WORK EXPERIENCE

### Daycare Provider

Self - Rochester, MN - August 2002 to September 2013

#### Responsibilities

The health and safety of children and ensures their nutritional, social and intellectual needs are met while in my care. employing a variety of play and learning activities to encourage all areas of child development. He encourages children to explore their unique interests and assists with fostering independence and high self- esteem.

#### Accomplishments

Ability to fruitfully function in a fast paced. Plan and execute activities to meet the physical, emotional, academic and social needs of the children. Listening skills, and with understanding of children are able to converse effectively with all ages. Interpersonal communication abilities for effective interaction with children and adults.

#### Skills Used

Patience and understanding and the ability to keep up with energetic children. good communication skills and the ability to positively interact with children and parents. Social Development, Emotional / Developmental Problems, Emergency Training, Creative Activities, Scheduling, Demonstrated ability to communicate efficiently and tactfully within a multi-functional team.

### CNA/R

Rochester Health Care and Rehab - Rochester, MN - October 2001 to June 2002

Assist with Daily needs, Ambulate, feed, vitals, charting, report to charge nurse any changes, report to next shift coming on. Assist Licensed Nursing Staff as needed. Provided nursing and nursing related services to residents

Maintained homelike environment for the residents

Protected and promoted resident rights and assisted the person to maintain independence

Provided routine care to the patients

Reported to the senior doctors of the status of patient by spending maximum time in the room with the patient

Maintained the ward neat and clean

Obtained specimens, weights, and vital signs of patients

#### Accomplishments

The rewards were priceless. I learned so much from the residents just being with each day was special. Excellent clinical, customer service and communication skills.

Ability to quickly learn new concepts and skills.

Knowledge of medical terminology and infection control standards.

Knowledge of age specific developmental factors specific to adult and geriatric residents.

Excellent verbal and writing skills.

#### Skills Used

T L C, patience, understanding, dignity, respect and self worth. Provided nursing care in accordance with resident care policies and procedures

Ensured the safety and well-being of the residents is maintained

Assisted residents with bathing, dressing, hygiene, and grooming in accordance with established care plan

Given enemas to patient when needed

Measured and recorded patient's fluid intake and output

Managed supply inventory and supply requisitions

Provided medication reminders

Provided patient transportation to doctor appointments

### **Executive Housekeeper / Desk Attendant / Breakfast Attendant**

REL - Rochester, MN - October 1990 to August 2001

#### Responsibilities

Hired, trained, scheduled, assignments, time cards, Inventory, Order supplies, inspected rooms, entered room status into data system, budget control, making sure all safety polices were being followed. Kept track of received data and source documents.

Prepared and sorted source documents, and identified and interpreted data to be entered.

Contacted originators of source documents to resolve questions, inconsistencies, or missing data.

Entered alphabetic, numeric, or symbolic data from source documents into computer following format displayed on screen, and entered necessary codes.

Made necessary corrections to information entered.

Compiled, sorted, and verified accuracy of data to be entered.

Kept record of work completed.

Reviewed error reports and entered corrections into computer.

Transmitted entered information into database.

Filed or routed source documents after entry.

Provided routine office support such as making copies, faxing, answering phones, prepared correspondence for mailing, and delivering and picking up correspondence.

#### Accomplishments

Worked my way up to Executive Housekeeper. Accomplish a outstanding score with the franchise in my Department. Streamlined check in procedures by ensuring all hotel data was fed into the prescribed database in record time and without affecting the check in process

Obtained Employee of the Year award following excellent customer feedback

#### Skills Used

Supervisor, Meeting customers satisfaction, work in fast pace environment. problem solving techniques. Check guests in and out in a timely and courteous manner.

Ensure reservations are taken correctly and courteously.

Available at all times to deal with guest complaints and problems.

Notify Management immediately of any guest, employee, or cash concerns without delay.  
Supervise property staff as needed.  
Ensure compliance of safety and security standards.  
Report to Market Manager in General Manager's absence.  
Responsible for bank deposits in General Manager's absence.  
Leave all desk and office areas in a clean and neat manner. Manage wake up calls  
Handle incoming calls

### **Delivery Driver**

JD TRUCKING - Rochester, MN - August 1983 to September 2000

#### Responsibilities

Delivered Unites States Postal Service Express Mail To and From Rochester, Mn Main Postal Hub to Airport

#### Accomplishments

The loading and delivery of parcels within tight time limits  
loading and Responsible for the collection and returns of all signed documents on a daily basis  
Awareness of Health & Safety at all times  
Experience of working a multi-drop delivery service  
Reputation fore Successfully worked as part of a close knit team to provide an excellent deliver service

#### Skills Used

working a multi-drop delivery service, excellent customer service. Successfully worked as part of a close knit team to provide an excellent deliver service. loading and delivery of parcels within tight time limits Responsible for the collection and returns of all signed documents on a daily basis. Delivery of parcels within tight time limits.

### **Resident Assistant (RA)**

Dakota Children Home - West Saint Paul, MN - August 1981 to September 1983

#### Responsibilities

ASSISTANT WITH DIRECT CARES CHILDREN WITH VARIOUS DISAIBILITIES. AGES 5YRS TO 21 YRRS. SET UP AND ADMINSTRATE MEDICATIONS, VITALS, CHARTING AND INTERGATE OUTINGS. Monitored behavior patterns.

#### Accomplishments

Learned a lot about TBI and various forms of disabilities. Grew a understanding of what they endure on daily basis. Patience and respect for their dignity and self worth. Understanding of their limits has wellnhas their capables.

#### Skills Used

Understanding, TLC, Pateince, Helping them to reach their capable goals and be there to assist and coach them . Prasie them on all there accomplishments.

### **Cashier/Sales Associate Apparel**

Zayree's Shopper City - West Saint Paul, MN - July 1981 to June 1983

#### Responsibilities

Help customers make purchases by recommending, describing and demonstrating products. consistently provide excellent customer service and be patient with and helpful to customers.  
Familiar with the location of various items within the store to assist customers with finding needed items. Good organizational skills, assist with stocking products and arranging displays to make the items visually appealing to customers.

#### Accomplishments

Handling customer service inquiries.

Able to establish and maintain long-term relationships with customers.

Able to interact with all types of customers. able to pay attention to detail, work on an independent basis and as part of a team, and work under stress and pressure.

#### Skills Used

Saying goodbye to leaving customers and inviting them to return again to the store.

Keeping the store clean and organised throughout the day.

Processing sales quickly, accurately and efficiently.

Providing the highest quality of service to customers at all times.

Listening to customer's needs and then making appropriate suggestions.

#### **Certified Acute Care Nursing Assistant**

Saint Joesph Mercy Hospital - Sioux City, IA - June 1969 to June 1981

Worked peds, Ortho, ob,gyn and Medical Icu units. Assist patients with bathing,ambulating,set up trays for meals fed if needed. Admitted,discharged,charting hourly,vitals TPR B/P. stocked rooms,tidy up rooms. Always caring for the patient with compassion, respect and dignity.

#### EDUCATION

#### **Certified Nursing Assistant Acute Care/ Long Term Care in Health Care**

Western Iowa Technical College - Rochester, MN

1972 to 1972

#### **PCA/ State Of Minnesota Certification # PCA41022720140926 in Health Care**

NA

#### SKILLS

Supervisor, Team leading, motivated employee.Communication, such as customer service, phone skills, problem solving.Organizational skills relate to my ability to organize work. Demonstrate excellent hospitality and customer service skills • Anticipate guest needs and work to fulfill it immediately • Good personal appearance and friendly nature • Excellent written and verbal communication skills • Effective organizational skills • Possess total commitment to guest satisfaction.

#### ADDITIONAL INFORMATION

References : Judy king : (507)287-6291 Vickie Twetie: (507) 923-3003

Melissa Salem: (507) 271-6995