

MaDonna Zasada

Kankakee, IL 60901

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Authorized to work in the US for any employer

Work Experience

Material Handler/ Stocker

TransformCo Sears-Manteno, IL

January 2024 to Present

Assist with Vendor Putaways, Replenish Stock, do cycle counts, Inventory, Label items, bag and tag items, package items for shipment, are profile and move items to different bins within the module, assist in special projects.

Material Handler

McKesson Medical Supplies/Labor-Manteno, IL

October 2020 to December 2023

Material Handler- Handle Medical supplies to make specialized kits for distribution to various customers. Operate pallet jack, Organize work area and clean up before being dismissed for day. Report any issues with product or production to my supervisor.

Unit Secretary & Mental Health Counselor

Riverside Medical Center-Kankakee, IL

August 2006 to April 2020

60901

- Greet new and existing patients upon their arrival for appointments or procedures
- Schedule patient appointments, both new and follow-up
- Make copies and fax paperwork to other medical offices upon receiving an official request for records
- Review patient insurance documents and determine what procedures will be covered in addition to required deductibles
- Organize and maintain patient files and records, retrieve test results as needed for physician's review
- Coordinate with other departments within the hospital to schedule MRIs, x-rays or bloodwork
- Call patients to inform them of upcoming appointments and reschedule as needed
- Prepare patient files and charts in anticipation of discharges and transfers to other physicians or departments
- Helps patients by responding to intercom requests; obtaining needed services from nurses, licensed practical nurses, physicians, aides, and other hospital personnel.
- Welcomes visitors by greeting visitors, in person or on the telephone; answering inquiries; relaying calls to patients; giving directions; referring inquiries to nursing and physician staff.
- Provides information by answering questions and requests.
- Establishes patient record by preparing folder; assigning patient number; completing patient identification information.
- Documents patient care services by copying nursing and physician notes to patient and department records.
- Arranges discharges by notifying business office and patient transporter service.

- Maintains unit operations by following policies and procedures; reporting needed changes.
- Maintains patient confidence and protects hospital operations by keeping information confidential.
- Maintains unit supplies inventory by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; verifying receipt of supplies.
- Keeps unit equipment operational by following manufacturer's instructions and established procedures; calling for repairs if needed.
- Conserves unit resources by using equipment and supplies as needed to accomplish job results.
- Secures patient information by completing data base backups.
- Maintains safe and clean working environment by complying with procedures, rules, and regulations; adhering to infection-control policies and protocols.
- Maintains continuity among work teams by documenting and communicating actions, irregularities, and continuing needs.
- Contributes to team effort by accomplishing related results as needed.

Mental Health Technician

STATE OF ILLINOIS-Kankakee, IL

March 1987 to February 2019

60901

- Provides care to patients in a manner that promotes safety, comfort, and the therapeutic environment.
- Assists patients with activities of daily living; attends to patient behavioral problems and provides assistance in crisis intervention, as needed.
- Works with other members of a multi-disciplinary team in leading milieu activities such as current events groups, community meetings, goals groups, fitness groups, activities of daily living groups, and/or recreational activities, as appropriate to the specified patient population.
- Charts patient observations, following prescribed procedures and standards.
- Participates in the development and implementation of patient treatment programs.
- Maintains confidentiality of patient records.
- Transport patients to and from appointments, clinics, laboratories, and/or treatments, as and when appropriate.
- May perform initial patient evaluations to determine treatment priorities; may take vital signs, weights, and urine, stool, and sputum specimens.
- Attends and participates in group sessions, in-service education, and staff meetings.
- Maintains established institutional policies and procedures, objectives, quality assurance program, and safety, environmental and infection control standards.
- Enhances professional growth and development through participation in educational programs, current literature, in service meetings and workshops.
- May provide liaison with patients, families of patients, or external facilities and agencies.
- Performs miscellaneous job-related duties as assigned.
- Supervise 8 or more other subordinate employees
- Responsible for giving shift report to on coming supervisor & reporting any issues that arose to living unit administrator / unit director

Education

General Education

KANKAKEE COMMUNITY COLLEGE - Kankakee, IL

August 2005

High school diploma in General Studies

BBCHS - Bradley, IL

Skills

- Customer Service (10+ years)
- Clerical
- Answer Phones & Data-Entry- 30 WPM
- Materials Handling
- Crisis Intervention
- Mental Health Counseling
- Leadership
- Packaging
- Group Therapy (10+ years)
- English
- Medical office experience
- Behavioral health (10+ years)
- Warehouse experience (10+ years)
- Vital Signs
- Intake Experience (10+ years)
- Hospital Experience
- Mental Health tech (10+ years)
- Management (10+ years)
- Data collection
- Caregiving (10+ years)
- Administrative experience
- Phone triage
- Triage (10+ years)

Military Service

Branch: Army Reserve

Service Country: United States

Rank: Specialist

February 1983 to February 1993

Material Storage Handling and Supply Specialist, News Letter editor, Asst. Retention NCO

Certifications and Licenses

CPR Certification

BLS Certification

Assessments

Home health aide skills — Proficient

February 2022

Providing care to patients in a home setting

Full results: [Proficient](#)

Forklift safety — Completed

May 2021

Best practices and safety hazards in forklift operation

Full results: [Completed](#)

Clinical judgment — Proficient

September 2021

Assessing a patient's condition and implementing the appropriate medical intervention

Full results: [Proficient](#)

Customer service — Proficient

February 2022

Identifying and resolving common customer issues

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.