

Juanita Onasanya

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Professional Summary

Detail-oriented Patient Care Assistant with 10 years of experience in home health care and personal assistance. Proven expertise in providing compassionate care, managing medication, and monitoring vital signs to enhance patient well-being. Skilled in developing personalized care plans and advocating for clients' rights. Home Health Aide with strong communication and organizational skills, dedicated to improving the quality of life for elderly and disabled individuals.

Willing to relocate to: Groesbeck, TX - Wortham, TX - Fairfield, TX

Authorized to work in the US for any employer

Work Experience

PCA Personal Care Assistant

Girling Health Care Inc-Waco, TX

October 2022 to March 2023

- Prepared nutritious meals tailored to individual dietary needs and preferences.
- Monitored and documented vital signs, including blood pressure and temperature, reporting any significant changes to medical staff.
- Managed medication reminders, ensuring timely and accurate administration while adhering to strict safety protocols.
- Arranged for the delivery of necessary medical supplies and equipment as requested by patients.

Home Health Care Aide

Accent Care Home & Health Services-Waco, TX

November 2018 to December 2022

- Provided compassionate and personalized care to elderly and disabled clients in their homes
- Assisted clients with activities of daily living, including bathing, dressing, grooming, and medication management
- Prepared nutritious meals according to dietary restrictions and assisted with feeding when necessary
- Supported clients with mobility assistance, transfers, and ambulation exercises as needed
- Closely monitored changes in client behavior or health status that may indicate the need for medical intervention
- Served as an advocate for clients' rights during interactions with other healthcare providers or agencies

PCA Personal Care Assistant

AccentCare-Waco, TX

November 2020 to January 2022

- Provided personalized care and assistance to patients, ensuring their comfort and well-being.
- Assisted with daily activities such as bathing, dressing, grooming, and medication management
- Monitored vital signs and reported any changes or concerns to the healthcare team
- Maintained a clean and safe environment for patients by regularly sanitizing equipment and living areas

- Supported patients in mobility exercises, transfers, and ambulation to promote physical health
- Managed meal preparation according to dietary restrictions and assisted with feeding when necessary.

In Home Caregiver

Girling Health Care Inc-Dallas, TX

January 2016 to February 2018

- Assisted clients with activities of daily living (ADLs), including bathing, dressing, grooming, and mobility support, promoting independence and maintaining dignity
- Administered medications according to prescribed schedules, adhering to all safety protocols and maintaining accurate medication records
- Implemented personalized care plans, tailored to each client's unique needs and preferences, resulting in improved overall quality of life
- Monitored clients' vital signs and reported any changes or concerns to healthcare professionals, contributing to early detection and intervention
- Assisted clients with therapeutic exercises and rehabilitation activities, supporting their physical health and recovery goals
- Provided companionship and emotional support, engaging in meaningful conversations and recreational activities to enhance clients' mental and emotional well-being
- Assisted with end-of-life care, offering comfort and emotional support to clients and their families during challenging times

Home Health Aide

All Purpose Staffing-Dallas, TX

February 2015 to June 2017

- Provided compassionate and personalized care to patients in their homes, ensuring their comfort and well-being
- Assisted with daily activities such as bathing, dressing, grooming, and medication administration
- Supported patients with mobility issues by assisting with transfers, ambulation, and exercises as prescribed by healthcare professionals
- Provided emotional support to patients and their families during challenging times
- Assisted in meal planning, preparation, feeding assistance, dietary restrictions adherence, and monitoring fluid intake of patients as required by their health conditions
- Coordinated with other healthcare professionals such as nurses or physical therapists for comprehensive patient care
- Supported patients in maintaining personal hygiene, including oral care, grooming, and toileting assistance

Education

Business Administration (Bachelor's degree)

Southern New Hampshire University-New Hampshire

Present

GED

Bill J Priest Institution-Dallas, TX

March 2007 to March 2008

Skills

- Time management

- Technical support
- Communication skills
- Typing - Average typing speed (1-60 WPM)
- Managing customer accounts
- Hospital experience
- Computer operation
- International customer service experience
- Patient emergency assistance
- Working with people with disabilities
- Order inquiry handling
- Microsoft Office
- Patient care
- Hospice Care
- Healthcare privacy protection
- HubSpot
- Phone customer support
- Custodial experience
- Home health
- Providing product information
- Safe patient lifting practices
- Google Workspace
- Caregiving
- Climbing
- Copper CRM
- Improving customer support response time - Customer support response time improved (6-10%)
- Bedpan use
- CPR
- Heavy lifting
- Call center agent experience
- Medical office experience
- Live chat
- Customer support experience within e-commerce industry
- Home & community care experience
- Personal Assistant Experience
- Customer issue escalation
- ServiceNow
- Organizational skills
- Customer support - Customer support experience (3-5 years)
- Billing issue inquiries
- Individual consumer customer service

- Supervising experience
- Shaving (patient care)
- Phone call management
- Pallet jack
- POS systems
- Order processing
- Customer support specialist experience
- Assisted living
- Asana
- Meal Preparation
- Managing teams in a customer support role - Largest customer support team managed (6-10 team members)

Languages

- English