

CARLA RUIZ

Elderly Caregiver

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📍 San Francisco, CA

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WORK EXPERIENCE

Elderly Caregiver

St. Elia's Retirement Center

📅 2019 - current 📍 San Francisco, CA

- Assisted an average of 23 residents with ADLs including personal hygiene and nutrition
- Documented patient's behavior and ADLs 5 days per week, recording notes in the EMR
- Implemented 4 monthly Game Nights for residents, **improving emotional well-being by 38%**
- Earned a 96% resident satisfaction rating 3 years in a row

Caregiver

Elite Home Health Care

📅 2014 - 2019 📍 San Francisco, CA

- Cared for 11 patients' physical care and emotional well-being with a 93% patient satisfaction score
- Followed best practices for patient care and home regulations, ensuring safety with 0 incidents
- Responded caringly to the physical, emotional, and developmental needs of geriatric patients
- **Awarded Caregiver of the Month 6 times in 2 years**

Server

Latoona's Steakhouse

📅 2012 - 2014 📍 San Francisco, CA

- Created a welcoming environment for diners, being awarded Employee of the Year in 2013
- Coached 8 junior servers and collaborated with team members to ensure a positive dining experience
- **Exceeded sales targets by 6%** by up-selling appetizers based on diner specific tastes and interests
- Closed POS system 5 nights per week, balancing within \$0.08

EDUCATION

High school diploma

Abraham Lincoln High School

📅 2008 - 2012

📍 San Francisco, CA

SKILLS

- Independent
- Detail-oriented
- Organized
- Dependable
- Compassionate