

**Joshlynn Wright**

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**OBJECTIVE**

Compassionate and dependable professional seeking a Certified Nursing Assistant (CNA) position where strong patient care, communication, and support skills contribute to quality healthcare and patient well-being.

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**EDUCATION****High School Diploma**

Judson High School

**Associate's Degree**

Northeast Lakeview College, Universal City, TX

**CNA Certification (In Progress)**

Stone academy/CNA – 2026]

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**RELEVANT SKILLS**

- Patient care and support
  - Vital signs monitoring (*if trained*)
  - Infection control & safety practices
  - Assisting with daily living activities (ADLs)
  - Compassionate communication
  - Documentation & data entry
  - Multitasking in fast-paced environments
  - De-escalation and conflict resolution
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**PROFESSIONAL EXPERIENCE****Dietary Aide**

## **Life care center of Haltom**

**March 2026-Current**

**Hands on day to day basis with insuring the patients at the nursing home get the best care and treatment by providing them with their food needs and desires making sure the food is on time, properly cooked, and fruit fresh, bread fresh condiments are handed out with trays, and maintaining a sense of cleanliness and friendliness, We also make sure the diet requirements are met by the nurse to keep them as healthy as possible.**

**Baker**

**Kroger**

*February 2026-March 2026*

- Provided hands-on customer service in a fast-paced environment
- Maintained cleanliness, safety, and organization standards
- Demonstrated reliability, teamwork, and attention to detail

## **Customer Service Representative**

**Ibex Global**

*January 2025 – February-2026*

- Assisted patients/members with dental insurance, benefits, and provider information
- Communicated complex healthcare information clearly and accurately
- Maintained confidentiality of sensitive patient data (HIPAA awareness)
- Supported patients with questions regarding procedures and coverage

## **Customer Service Representative**

**Conduent**

*September 2019 – February 2024*

- Supported individuals with Medicaid and SNAP benefits, ensuring accurate information and guidance
- Assisted vulnerable populations with healthcare-related services
- Handled high-volume calls while maintaining professionalism and empathy
- Resolved complex issues and escalations efficiently

## **Customer Service / Sales Representative**

**Etech**

*February 2017 – August 2019*

Demonstrated strong communication and problem-solving skills in high-pressure situations

- De-escalated customer concerns and built trust through active listening and Demonstrated strong communication and problem-solving skills in high-pressure situations

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## **COMMUNICATION**

Writing • Mentoring • Oral Communication • Active Listening • Open-Mindedness

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## **REFERENCES**

Available upon request