Kennetra Bassham

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SUMMARY

Detail-oriented professional with extensive experience in documentation, records management, and quality assurance across healthcare and customer support roles. Proven ability to maintain accurate electronic health records, manage customer interactions using Salesforce CRM, and ensure compliance with regulatory standards. Currently pursuing an MBA, further enhancing skills in operations and leadership. Eager to leverage a strong foundation in meticulous documentation and process adherence to contribute to organizational efficiency and success at your company.

WORK EXPERIENCE

01/2024 – Present

Full-time Family Caregiver & Student — Avon

Career Break

- Completed a Bachelor of Science in Business Administration (Management) in 2025 while simultaneously fulfilling full-time family caregiver duties.
- Pursued advanced studies in an MBA program concentrating on business operations, leadership, and management, with an anticipated graduation in October 2026.
- Cultivated robust skills in organization, documentation, time management, and prioritization, effectively balancing extensive caregiving responsibilities with rigorous undergraduate and graduate academic demands.

03/2023 – 01/2024

Customer Support Specialist

Omni Interactions

- Managed an average of over 50 daily customer interactions via phone, chat, and email, consistently meeting stringent productivity and quality benchmarks.
- Leveraged Salesforce CRM to meticulously document customer contacts, maintain comprehensive case records, update client information, and facilitate prompt issue resolution.
- Ensured the accuracy and completeness of all customer interaction documentation, adhering strictly to established workflows and procedural guidelines.
- Scrutinized customer information and case details to identify discrepancies or issues necessitating clarification, in-depth research, or formal escalation.
- Professionally managed sensitive customer concerns and escalated issues, upholding principles of confidentiality, discretion, and meticulous attention to detail.
- Collaborated effectively with cross-functional internal teams to resolve complex customer problems, ensuring thorough documentation and appropriate follow-up actions.
- Demonstrated rapid adaptability to software upgrades, procedural modifications, and evolving documentation requirements within a remote work setting.

02/2021 – 10/2022

Certified Nursing Assistant — Indianapolis

RestUp

- Maintained precise electronic health records, documenting resident observations, critical incidents, care interventions, and observed changes in resident condition.

- Reviewed and accurately recorded resident information in accordance with individualized care plans, facility protocols, and established documentation standards.
- Promptly communicated significant changes in resident condition and any documentation-related concerns to supervising nurses and the broader healthcare team.
- Safeguarded all confidential patient information, strictly adhering to HIPAA regulations, privacy policies, and organizational compliance mandates.
- Maintained meticulous records while simultaneously managing care for multiple residents, competing priorities, and time-sensitive documentation tasks.
- Conveyed resident and family concerns to appropriate healthcare professionals and ensured accurate recording of all pertinent information.
- Assisted in onboarding and mentoring junior staff members, reinforcing proper documentation procedures, adherence to workplace standards, and established care processes.

08/2020 – 03/2021 Certified Nursing Assistant / Receptionist Plainfield

Glasswater Creek

- Oversaw front-desk operations, including managing records, handling multi-line phone communications, processing visitor information, completing administrative documentation, and executing daily operational tasks within a healthcare facility.
- Preserved the accuracy of visitor and administrative records while ensuring the strict confidentiality of sensitive information.
- Executed data-entry and comprehensive documentation tasks, facilitating seamless information exchange among residents, families, visitors, and staff.
- Provided support for appointment scheduling and administrative coordination, adeptly managing time-sensitive requests.
- Adhered to all facility protocols for handling confidential information and ensuring the accurate dissemination of information.
- Effectively balanced clinical duties with administrative responsibilities, maintaining a high degree of organization and attention to detail.

04/2017 – 05/2020 Certified Nursing Assistant Michigan City

Trail Creek Place

- Maintained accurate electronic documentation pertaining to resident care, clinical observations, incident reports, and documented changes in resident status.
- Followed all individualized care plans, facility policies, HIPAA regulations, infection control protocols, and established documentation standards.
- Communicated essential resident information and observed changes in condition to supervising nurses and the healthcare team to ensure timely and appropriate follow-up.
- Reviewed resident information meticulously and reported any concerns or discrepancies in accordance with established facility procedures.
- Trained and mentored newly hired nursing assistants on essential documentation procedures, adherence to workplace standards, and facility policies.
- Managed competing priorities effectively while ensuring the accuracy of resident records and timely completion of all documentation requirements.
- Addressed resident and family concerns with empathy and professionalism, escalating issues as necessary per established protocols.

EDUCATION

Colorado Technical University
Master of Business Administration (MBA)

Colorado Technical University
Bachelor of Science, Business Administration, Management

SKILLS

Document Control & Records Management	Document Review
Documentation Accuracy	Quality Assurance
Data Entry	Electronic Health Records (EHR)
CRM Documentation	Healthcare Documentation
HIPAA & Confidentiality	Regulatory & Policy Compliance
Quality Standards	Case Documentation
Incident Documentation	Information Verification
Error Identification & Escalation	Process & Procedure Compliance
Records Maintenance	Microsoft Office
Salesforce CRM	Google Workspace
Staff Training & Mentoring	Remote Work
Cross-Functional Communication	Time Management

CERTIFICATES

Certified Nursing Assistant (CNA)
State of Indiana