

PATIENT  
CARE  
TECHNICIAN



# Kiana Brooks

## OBJECTIVE

To deliver patient care that is both clinically competent and deeply human. Patients instinctively trust me because I lead with empathy, presence, and accountability, creating calmness, safety, and dignity in vulnerable moments. Experienced in Phlebotomy, EKGs, Mental Health, and clinical care, with strong clerical, documentation, and customer service skills developed through business ownership. I learn quickly, work independently, and consistently elevate patient experience and team performance.

## CORE COMPETENCIES

### Clinical Excellence :

- Patient Care & Assessment • Vital Signs Monitoring • CPR/BLS \*
- Phlebotomy/Venipuncture • EKG Administration • Crisis Intervention •
- De-escalation Techniques • Wound Care • Medication Administration •
- Fall Prevention • Catheterization • Specimen Collection \* Blood Glucose Testing • Palliative Care • Infection Control • Ostomy • End of Life Care

### Specialized Care :

- Behavioral Health • Mental Health Support • Geriatric Care •
- Parkinsons Disease Management • Chronic Disease Support •
- Dementia/Alzheimer Care • Mobility Assistance • ADL Support

### Leadership & Management :

- Business Operations • Client Relationship Management • Revenue Generation • Team Coordination • Compliance Management • Quality Assurance • Patient Advocacy • OSHA • HRIS Data Management • Payroll

### Technical Proficiency :

- Epic • MEDITECH • EMR/EHR Systems • Google Docs • Microsoft Office Suite • Adobe Applications • HIPAA • PointClickCare • LIS Systems • Paycor • Paycom • FMLA/ADA • Data Entry

## CERTIFICATIONS

**Certified Nursing Assistant (CNA)**  
NA0061079350

**Patient Care Technician (CPT-A)**  
T4S6H6D5

**Phlebotomy Technician (CPT)**  
D4L9Q6X2

**EKG Technician (CET)**  
J3S5Y9M6

**Accounting Assistant**

**Accounting Clerk**

**Bloomberg Market Concepts**

**Quickbooks Certified User**  
waBTm-FayK

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## EDUCATION

Dallas College  
2025Accounting Clerk  
CertificateNortheast Texas  
Community College  
2025Patient Care  
Technology  
ProgramDallas College  
(65% Completed  
as of 01/01/2026)Biomedical  
Engineering AS

**Nurse Assistant,**  
**Titus Regional**  
**Medical Center,**  
**Mount Pleasant , TX**  
**DEC 2025 - CURRENT**

- Deliver specialized care in high-acuity behavioral health environment
- Implement behavior management plans and crisis intervention protocols, utilizing de-escalation techniques to ensure patient safety
- Monitor vital signs and conduct comprehensive patient assessments with meticulous documentation in EHR
- Perform mandatory 15 minute safety checks

## PROFESSIONAL EXPERIENCE

**Home Health Aid,**  
**Elara Caring,**  
**Mount Pleasant , TX**  
**JUNE 2024 - CURRENT**

- Provide comprehensive in-home care for patient with Parkinson's Disease, including medication management and mobility assistance
- Coordinate care with family member and healthcare providers
- Conduct continuous observation and reporting changes in patient's physical, cognitive, and emotional status
- Prepare specialized meals accommodating swallowing difficulties

**Owner Operator Tax**  
**Service Bureau ,**  
**Recalibration**  
**Celebration LLC,**  
**Plano, TX**  
**MAY 2024 - CURRENT**

- Founded and operated successful tax preparation business serving 1,700+ clients, demonstrating entrepreneurial leadership and financial acumen
- Manage all business operations including client acquisition, retention, revenue generation, compliance, and quality control
- Maintain expert knowledge of IRS regulations, and tax codes
- Trained and mentored a team of 112 tax preparers nationally

## CLINICAL ROTATIONS & TRAINING

**Titus Regional**  
**Medical Center**

- Postpartum:** Provided maternal and neonatal care, assisted with breastfeeding education, and conducted vital signs monitoring
- ICU:** Gained experience in advanced patient assessment, hemodynamic monitoring, cardiac rhythm interpretation, and critical care rounds
- Emergency Room:** Developed rapid assessment skills, prioritized care in high-pressure situations, assisted with trauma management and ACL situations
- Ortho/Rehab:** Managed post-operative orthopedic care, assisted with mobility assistive devices, collaborated with PT/OT for patient recovery
- Medical-Surgical:** Assisted with wound care, IV therapy, and discharge planning
- Laboratory:** Performed venipuncture and capillary blood draws, followed proper specimen labeling and handling protocols