

# The Nite Shift

NiteLines USA Inc.

## SPRING 2010 ISSUE

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## CORPORATE HEADQUARTERS

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Established in 1994

## Quote Of The Month:

"The longer I live, the more I realize the impact of attitude on life. Attitude, to me, is more important than facts. It is more important than the past, the education, the money, than circumstances, than failure, than successes, than what other people think or say or do. It is more important than appearance, giftedness or skill. It will make or break a company... a church... a home. The remarkable thing is we have a choice everyday regarding the attitude we will embrace for that day. We cannot change our past... we cannot change the fact that people will act in a certain way. We cannot change the inevitable. The only thing we can do is play on the one string we have, and that is our attitude. I am convinced that life is 10% what happens to me and 90% of how I react to it. And so it is with you... we are in charge of our Attitudes.."

-Charles R Swindoll



21<sup>st</sup> Century Technology Revolution here we come!

NiteLines USA, Inc. has now joined Facebook! By connecting with our Facebook page, you will be able to keep up with frequent news and job updates. With the integration of Facebook, never miss another event or function with the calendar and RSVP tool. By joining our page, when an event is scheduled on Facebook, you will receive an electronic invitation link to RSVP. This is a great communication tool because it not only makes things easier for you, but also for NiteLines.

We invite our employees and clients to share any experience that has significantly touched your lives. By sharing your experiences, you have the opportunity to touch others who may be working through similar circumstances.

## QUARTERLY CONTEST

### RENAME THE NEWSLETTER!

We've decided to try one more time on renaming the newsletter. Our current name is not doing the trick, so we want to know if you have any ideas. It needs to be short, catchy, and have something to do with NiteLines. You can check out the corporate website, [www.NiteLinesUSA.com](http://www.NiteLinesUSA.com) to get some ideas.



The winner will be announced in the next newsletter and will receive a \$25 Target gift card! Send your submissions to [ccota@NiteLinesUSA.com](mailto:ccota@NiteLinesUSA.com)

NiteLines USA - would like to introduce Rosemary Gilliland & Elizabeth Parkes as the newest members to our NiteLines' team. Rosemary & Elizabeth work with medical correspondence and the release of medical information at Martin Army Community Hospital located in Fort Benning.



#### About Rosemary;



Since 1992, Rosemary has rendered a variety of services in the medical field. Due to her strong work ethic and vast knowledge, she was recently retained, by NiteLines, as the Lead Medical Records Clerk at Martin Army Community Hospital. Rosemary, who is originally from Massachusetts, relocated to the Fort Benning area in 1975 and has never looked back!

#### About Elizabeth;



Elizabeth Parkes is an Army Wife, and Mother of two wonderful children ages 2 and 8. The Parkes family relocated to Fort Benning, Georgia from Fort Collins in Colorado three years ago. Elizabeth has worked with medical records for over 4 years. She will be working with Rosemary as they tackle the daily demand for medical record information.

## Federal Correctional Institution (FCI) Three Rivers, TX



NiteLines USA, Inc. provides essential medical, dental and mental health (psychiatric) services for the Federal Correctional Institution (FCI) in Three Rivers, TX. It is a medium security facility, housing male inmates. In addition, there is an adjacent satellite prison camp where they house minimum security male offenders.

NiteLines' retains licensed and credentialed health care professionals in the ambulatory care units, which are supported by community consultants and specialist. For those inmates with chronic or acute medical conditions, Three Rivers FCI operates several medical referral centers providing advanced care.

Three Rivers, FCI promotes environmental health for staff and inmates through its emphasis on a clean environment and safe living conditions. In addition, they recognize the staff committed to working in the Federal Correctional Institution environment.

Recently they held a Correctional Worker's Week according to Debbie Young, Radiology Tech, she was amazed at all the planned activities:



"We had breakfast tacos during the workweek, a chalupa lunch, a fish fry, bike run, Hawaiian luau, fish tournament, golf tournament, and more. The most touching event was the opening ceremony with the reading of the Officer's Creed, TAPS, and Seven Gun Salute. The name of every employee killed, while in the line of duty, was read aloud and a flower placed in front of their memorial plaque. The experience was truly wonderful and moving. It has been a long time since I worked somewhere in which I was acknowledged and really appreciated. I thank God for such a great bunch of folks."



The following pictured above are NiteLines employees, managed by our very own "Ella Burton" at Three Rivers. Debbie Young (X-Ray Tech), Teresa Kozar (Dental Hygienist), Lisa Coffey (Pharmacy Tech), June Rodriguez (Certified Medical Assistant) and Maria King (Phlebotomist)

# Helpful Tips

## What Does Your Resume Say About You?

As a professional recruiter, I review resumes and interview candidates for a multitude of medically related job opportunities throughout the year. Most of time, I will never see these candidates face-to-face. My first introduction to a candidate is through their resume. A resume acts as your personal representative in the initial review period. It speaks for you when you cannot be there to speak for yourself. In doing so, it determines if you get a (live) interview. What is your resume saying about you?

Somewhere along the way people were told to keep their resumes simple, summarize their skills and abilities, and keep it brief! The reason for this, they were told, is because employers look through hundreds of resumes in order to fill one position. This may be true, but if your resume doesn't properly represent you, you'll be eliminated anyway.

## Resume Basics

**Header:** Include your name, address, phone number, and especially your email address. With today's technology, most recruiters rely on email to communicate with potential candidates. If yours isn't list on your resume, you probably won't be contacted.

**Format:** Should be easy to follow, be clear, and consistent.

**Work experience:** always list both the month and year for each job held. This tells the potential employer exactly how much experience you have obtained on-the-job, in that specific job. For example, saying you worked from 2008 to 2009 implies you worked for either one month or twelve months.

- Don't group several small jobs as one big general job. It is deceptive and will cost you the job. For example: 5/2003 - 6/2009 Medical Clinics, Atlanta GA - Physical Therapist.
- List dates of employment on the left, followed by name of company, and the job title which you held.
- List your most recent job first and work backwards.

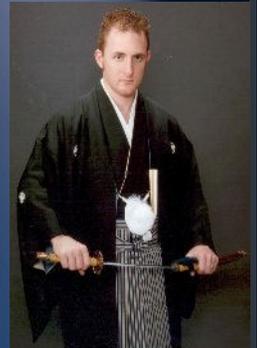
**Job Details:** don't assume that your job title says it all. For example, a medical assistant may be assigned to run the front desk, answer phones and file medical charts, or they may have the same responsibilities as a Phlebotomist; a Registered Nurse may provide home care services or work in an intensive care unit (big difference). In smaller companies, employees must wear many hats and take on additional responsibilities; therefore, it is important that you list your specific job responsibilities for each position held.

- Don't list or summarize all your skills at the beginning of your resume and then simply list your job title, name of company, and term of employment. Job responsibilities should be listed under the job / company in which the skills were used or obtained. This informs the recruiter or HR personnel where, and for how long, these skills were applied (months or years of experience acquired).
- **Grab their attention!** The order of listed responsibilities should begin with those skills/responsibilities that few people can do (computer programming) and end with the responsibilities that everyone can do (faxing).
- Use a **bullet point format** when listing skills/responsibilities. Don't list them all in one long-on-going-paragraph, which won't be read.

Your resume should represent your level of education, areas of responsibility, years of experience, skill set, and list ALL licenses held and certifications obtained. Your resume should be honest; yet, boastful about your accomplishments. It should speak proudly, not mumble, whisper, nor yell. As your mouth-piece, your resume should tell the whole story of your working career.

By: Shirley Bennett  
NiteLines Sr. Corp Recruiter

## CORPORATE SPOTLIGHT:



### Meet Chris Cota,

Chris is one of NiteLines USA's busy corporate employees. He has the task of finding solutions to help save time and money. Chris has been with us for over a month. He is trying to bring NITELINES USA INC into the 21st century by implementing new technology and social networking into our company. If you see a facebook request come from NiteLines, YES IT'S from Chris.

He has a very broad range of hobbies including working out and computers. Chris's favorite place to vacation is Japan because of its advanced technology and beautiful cities. His wife's parent's still reside in Japan, so vacationing there is beneficial because his in-laws have local knowledge of historic and unique places to visit .



## Did Something Great Happen at Your Jobsite That You Want to Share?

We'd love to feature you in our company newsletter! Send pictures, and stories to Chris Cota, newsletter editor, at [ccota@NiteLinesUSA.com](mailto:ccota@NiteLinesUSA.com)

Also, don't forget to check the website for day to day updates to timesheets, the employee manual, and payroll policies. [www.NiteLinesUSA.com](http://www.NiteLinesUSA.com)

“Sow an act, and you reap a habit, sow a habit, and you reap a character, sow a character, and you reap a destiny.”

- George Dana Boardman

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