

# RESUME 220

---

## Highlights of Skills

- Exceptional personal skills and customer service skills
- Compassionate and caring
- Enjoys helping others especially the elderly
- Records accurate and detailed notes
- Proficient computer skills (Word, Power Point, Excel)

## Experience:

*Collector, Maradian Collections Agency*  
*Gasport, NY*

*3/2019-4/2019*

- Out bound calls to collect on past due accounts and debts
- Update customer information as needed utilizing computer system

*Residential Aide, Opportunities Unlimited*  
*Lockport, NY*

*3/2016- 8/2017*

- Administer bedside or personal care, such as ambulation or personal hygiene assistance
- Prepare and maintain records of client progress and services performed, reporting changes in client condition to manager or supervisor
- Perform healthcare-related tasks, such as monitoring vital signs and medication, under the direction of registered nurses
- Participate in case reviews, consulting with the team caring for the client, to evaluate the client's needs and plan for continuing services
- Perform housekeeping duties, such as cooking, cleaning, washing clothes or dishes, or running errands
- Instruct or advise clients on issues such as household cleanliness, utilities, hygiene and nutrition
- Plan, shop for, or prepare nutritious meals or assist families in planning, shopping for, or preparing nutritious meals
- Transport clients to locations outside the home, such as to physicians' offices or on outings, using a motor vehicle
- Provide clients with communication assistance, typing their correspondence or obtaining information for them

*Dishwasher, New York Beer Project*  
*Lockport, NY*

*11/2015-1/2016*

- Wash dishes, glassware, flatware, pots, or pans, using dishwashers or by hand
- Maintain kitchen work areas, equipment, or utensils in clean and orderly condition
- Place clean dishes, utensils, or cooking equipment in storage areas
- Sort and remove trash, placing it in designated pickup areas
- Sweep or scrub floors, clean garbage cans with water or steam
- Stock supplies, such as food or utensils, in serving stations, cupboards, or refrigerators
- Clean or prepare various foods for cooking or serving
- Transfer supplies or equipment between storage and work areas

## Education

*NYS High School Diploma, Brockport High School, Brockport, NY*

*Previously trained in:*

*SCIP-R Training, Passing Medication, CRP and First Aid*