

Resume 498

OBJECTIVE

Highly motivated, dedicated, and results-driven professional to obtain a position, utilizing my skills, training, education, and experience

SUMMARY OF QUALIFICATIONS

- Over 16 years' experience working with primary and intermediate-age children who have special needs
- Experienced working with autistic (verbal and non-verbal) students, managing and correcting behavioral issues
- Prepares and submits various reports and other documents to teaching staff on a daily basis
- Possesses excellent customer service and interpersonal skills resolving issues as they arise
- Dependable, conscientious, and courteous professional
- Multi-tasks efficiently, learns new systems quickly, and completes all assignments and projects on-time or ahead of critical deadlines
- Strong communications, math, analytical, and problem-solving skills
- Works well independently or collaboratively in a team environment

PROFESSIONAL EXPERIENCE

09/20 – 03/21 *Recreational Care Aide*

Pinnacle Services, Niagara Falls, NY

- Answered incoming crisis calls from domestic violence victims; assesses crisis situations; and takes appropriate action
- Followed all appropriate procedures upon arrival of client to be admitted, including orientating clients to Shelter physical plant and amenities; educates clients on the Shelter Guidelines and other rules/procedures; clearly presents fire safety plan; accompanies client to their assigned room; provides toilet articles
- Documented Daily Log notes and shares other client information with incoming coverage staff, as appropriate
- Referred clients to social work staff for counseling issues

12/97 - 04/17 *After School Director*

Niagara Falls Housing Authority, Niagara Falls, NY

- Monitored students' progress and provide students and teachers with assistance in resolving any problems.
- Conferred with parents and staff to discuss educational activities and policies and students' behavioral or learning problems.
- Set educational standards and goals and help establish policies, procedures, and programs to carry them out.
- Determined the scope of educational program offerings and prepare drafts of program schedules and descriptions to estimate staffing and facility requirements.
- Planned, directed, and monitored instructional methods and content of educational, vocational, or student activity programs.
- Performed general personnel functions, such as supervision, training, and scheduling.
- Kept records on individual children, including daily observations and information about activities, meals served, and medications administered.
- Identified signs of emotional or developmental problems in children and bring them to parents' or guardians' attention.
- Performed general administrative tasks, such as taking attendance, editing internal paperwork, and making phone calls.
- Organized and participated in recreational activities and outings, such as games and field trips.

2015 - 2016 *Cashier*

Dollar Tree, Niagara Falls, NY

- Maintained clean and orderly checkout areas, and complete other general cleaning duties, such as mopping floors and emptying trash cans.
- Received payment by cash, check, or credit cards.
- Answered customers' questions, and provide information on procedures or policies.
- Helped customers find the location of products.
- Awarded Employee of the Month

EDUCATION, TRAINING, and ACHIEVEMENTS

High School Diploma

LaSalle Senior High School, Niagara Falls, NY