

Resume 528

Objective:

Highly motivated, dedicated, and results-driven professional to secure a position with your company in *Human Services or Community Services*, utilizing my skills, training, and experience

Summary of Qualifications:

- Over 15 years' experience in the Human Services field, trained to provide excellent acute care to individuals with a wide range of conditions, and has experience assisting disabled individuals in career placement settings
- Over 15 years' experience providing excellent customer service in a variety of settings including hospitality, and healthcare, assisting customers and resolving issues to their complete satisfaction
- Establishes rapport quickly with a diverse population, recognized for personal and professional integrity and collaborating to develop mutually beneficial solutions through interactions with teams and managers
- Empathetic, motivated and passionate about helping others, can adapt to meet needs of clients
- Understands the importance of patient confidentiality and complies with all HIPAA rules and regulations
- Experienced managing care for residents per shift including bathing, feeding, dressing, bathroom assistance, transporting, exercise/activities, etc.
- Strong communications, math, detail-oriented, and problem-solving skills
- Trained in CPR and knowledgeable in basic medical and psychological terminologies
- Experienced using computers, Windows, MS Office, Internet research, and email
- Dependable, courteous and honest worker, detail-oriented and learns new systems quickly
- Multi-tasks efficiently and completes all projects/assignments on or ahead of schedule
- Works well with little or no supervision or in a team environment

Professional Experience:

06/05 – 03/20 *Independent Living Skills Trainer / PCA*
Venture Forthe, Niagara Falls, NY

- Participated in case reviews, consulting with the team caring for the client, to evaluate the client's needs and plan for continuing services.
- Prepared and maintained records of client progress and services performed, reporting changes in client condition to manager or supervisor.
- Developed and implemented behavioral management and care plans for clients.
- Performed healthcare-related tasks, such as monitoring vital signs and medication, under the direction of registered nurses or physiotherapists.
- Cared for individuals or families during periods of incapacitation, family disruption, or convalescence, providing companionship, personal care, or help in adjusting to new lifestyles.
- Performed housekeeping duties, such as cooking, cleaning, washing clothes or dishes, or running errands.
- Administered bedside or personal care, such as ambulation or personal hygiene assistance.
- Provided information or referred individuals to public or private agencies or community services for assistance.

06/04 – 10/11 *Employment Specialist*
Community Missions, Inc., Niagara Falls, NY

- Assisted individuals with disabilities with career guidance and placement while working with them to keep and sustain their employment.
- Performed searches for qualified jobs, using sources such as computer databases, networking, Internet recruiting resources, media advertisements, job fairs, recruiting firms, or referrals.
- Selected qualified job applicants or refer them to managers, making hiring recommendations when appropriate.
- Prepared or maintained employment records related to events, such as hiring, termination, leaves, transfers, or promotions.
- Provided information, technical assistance, or training to employees on topics such as employee supervision, hiring, or staff development.
- Acted as liaisons between employee and employers or between committees and other management.

Education, Training, and Achievements:

Associate's Degree – Human Services
Niagara County Community College, Sanborn, NY

High School Diploma
Niagara Falls High School, Niagara Falls, NY