

# RESUME 388

---

## OBJECTIVE

Highly motivated, knowledgeable, and compassionate professional to secure a position with your company as a *Case Manager, Direct Care Professional, Residential Program Specialist, Substance Abuse Counselor, or other position as applicable*, in the Human Services field utilizing my skills, background, training, skills, and education

## SUMMARY OF QUALIFICATIONS

- Over 1 year of experience as a Case Manager and Direct Care Professional, overseeing all operations in the absence of other management to ensure the safety and well-being of up to 17 men living in a group home setting, undergoing treatments in recovery from chemical and substance abuse, monitoring them to ensure compliance to their treatment/programs, as well as full compliance to the rules and protocols as set forth by the group home
- Possesses training certification (CASAC) and some community outreach internship experience providing counseling and assistance to a diverse population of individuals with substance abuse, high risk socio-economic or lifestyle, particularly youth, parolee re-entry to society, and various adult life challenges
- Conducts individual counseling and group sessions, up to 15 people, to enhance activities of daily living and providing training, coaching, and mentoring towards gaining greater independence
- Familiar or knowledgeable with working collaboratively with outside agencies, families, and individuals, including those challenged by chemical dependencies, psychiatric disorders, as well as domestic violence
- Establishes rapport with a diverse client population, determining medical and behavioral conditions, and collaborates as part of a specialized team to formulate appropriate care plans
- Knowledgeable with various medical and psychological terminologies
- Regards client/patient confidentiality seriously and compliant with all HIPAA laws and regulations
- Strong communications, math, detail-oriented, and problem solving skills
- Multi-tasks efficiently in fast-paced settings, learns new systems quickly, and completes all assignments and projects on time or ahead of schedule
- Leverages technology to enhance productivity, Windows, MS Office, Internet research, and email
- Works well independently, with little supervision, or collaboratively in team environments

## PROFESSIONAL EXPERIENCE

01/19 - 02/20 *Case Manager*

Cazenovia Recovery, Niagara Falls, NY

- Functions in a critical role with the facility, overseeing all operations in the absence of other personnel as scheduled, monitoring the daily activities of up to 17 men in recovery from chemical and substance abuse, living in 2-person bedrooms, providing toxicology and breathalyzer screening, and ensuring compliance to the facility's rules and regulations
- Responsible for resident admissions, gathering pertinent personal and other information, including plans of care, medical and emergency contacts, community services personnel, etc.
- Acted in the capacity of liaison and resident advocate, collaborating with community services or medical personnel, and/or coordinating/scheduling appointments on residents' behalf to secure positive outcomes
- Provided guidance, coaching, and training for individuals for daily care needs, including personal hygiene, nutrition, social skills, etc., and taught/reinforced proper activities of daily living
- Prompted individuals to take their respective prescription medications, recording all information in highly detailed logs
- Assigned as the first responder for all crisis emergencies, coordinating with law enforcement and emergency medical services as needed
- Maintained detailed records and completed nightly activity and incident reports

01/18 – 04/19 **PCA**

Freedom Care New York, Niagara Falls, NY

- Assists family members, in-home patients, to provide nursing care as needed
- Provides personal daily care, hygiene, cooking meals, cleaning, shopping errands and accompanying individuals to medical and other important appointments
- Prepares and/or administers prescription medication in a timely manner
- Acts as an advocate for their needs and liaison between relatives, community services, clinics, physicians
- Manages finances on their behalf, ensuring that utilities and other bills are paid, and income is deposited into bank accounts

02/12 - 03/13 **PCA**

Venture Forthe, Niagara Falls, NY

- Assisted in-home patients as needed
- Provided personal daily care, hygiene, cooking meals, cleaning, shopping errands and accompanying patient to medical and other important appointments
- Prompted patients for medications as needed in a timely basis

06/00 - 10/07 **Surgical Technician**

Niagara Falls Memorial Medical Center / Millard Fillmore Gates Circle Hospital, Niagara Falls / Buffalo, NY

- Performed a variety of duties in the operating room before, during, and after surgical procedures to assist surgeons and other medical staff accordingly
- Performed inventory, organized, and made available various surgical instruments, equipment, and supplies, up to 1 month in advance, as necessary and essential for each procedure and specialized conditions
- Assisted the surgeon or surgeons during operations, handing over instruments and supplies, keeping track of instruments supplied during the procedures, and checking off each instrument as then received during the final phase of the procedure
- Cleaned post-op instruments and equipment with germicidal and sterilizer washes and/or autoclaves
- Disinfected, inspected, and assembled instruments needed for surgical procedures
- Packaged and transferred surgical instruments throughout hospital for sterilization and storage
- Prepared, cared for, properly contained, and transported tissue specimens to laboratory analysis department for tests and/or disposal

## **INTERNSHIP**

09/13 - 11/13 **Parole Re-Entry**

Niagara Falls Community Missions, Niagara Falls, NY

- Part of a specialized team, effectively identifying clients' needs, offering perspective and recommendations to change egregious behavior, providing information on community resources available to them in support of newly targeted goals and objectives
- Assisted staff to encourage and motivate each client to maintain a commitment to their treatment programs as well as their individualism and self-esteem, and observed individuals successfully complete their parole without violations

## **EDUCATION, TRAINING, CERTIFICATIONS & ACHIEVEMENTS**

***Credentialed Alcoholism and Substance Abuse Counselor Trainee Certificate, 2018***

Niagara County Community College, Sanborn, NY

***Microsoft Office Specialist Certificate, 2016***

SUNY Attain Lab, Doris Jones Resource Center, Niagara Falls, NY

***Chemical Dependency Counselor Certificate, 2014***

Niagara County Community College, Sanborn, NY

***NYS CDL-B License, 2011***

Department of Motor Vehicles, Albany, NY

***Nursing Studies (towards RN), 2002 - 2003***

Niagara County Community College, Sanborn, NY

***Associate of Applied Science in Surgical Technology, 2000***

Niagara County Community College, Sanborn, NY