

Resume 1022

SUMMARY OF QUALIFICATIONS

- Strong customer service and communication skills developed through daily interactions with customers of varying abilities
- Excellent time management and ability to meet deadlines in a fast-paced environment
- Dependable, self-motivated, and able to work independently with minimal supervision
- Skilled at multitasking and handling changing schedules and priorities efficiently
- Familiar with using mobile apps, GPS navigation, and technology for scheduling and medications
- Strong problem-solving skills with the ability to remain calm and professional under pressure
- Dedicated to maintaining professionalism, reliability, and positive customer experiences at all times

PROFESSIONAL EXPERIENCE

Direct Support Professional

Mar. 2013-August 2026

OPWDD-Office for People with Developmental Disabilities-West Seneca, NY

- Assisting with Daily Living: Support individuals with personal hygiene, grooming, dressing, and preparing meals.
- Promoting Community Inclusion: Help individuals take part in local events, social activities, volunteering, and employment opportunities.
- Following Support Plans: Put person-centered plans into action to help individuals reach their personal goals.
- Ensuring Health and Safety: Monitor health needs, administer certified medications, and keep the environment safe.
- Building Life Skills: Teach practical skills like money management, communication, and decision-making to increase independence.
- Advocating and Documenting: Protect individual rights, speak up for the person's needs, and keep accurate daily logs and progress reports.

Certified Nursing Assistant

January 2011-January 2013

The McGuire Group-West Seneca

- Assist with daily activities: Help patients with bathing, dressing, grooming, eating, and bathroom needs.
- Monitor vital signs: Measure and record temperature, blood pressure, pulse, and breathing rates, reporting any sudden changes.
- Support patient mobility: Help patients move safely between beds, chairs, and wheelchairs, or reposition them to prevent bedsores.
- Maintain clean spaces: Change soiled bed linens, sanitize surfaces, and keep patient rooms tidy and safe.
- Record patient information: Document care activities, food intake, and observations accurately in patient charts.
- Collaborate with medical teams: Communicate patient status updates clearly to registered nurses and staff during shift changes.

EDUCATION

McKinley High School: Buffalo, NY

High School Diploma