

# Resume 970

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## OBJECTIVE:

Highly motivated, dedicated, and results-driven professional to secure a position with your company or organization, utilizing my extensive skills, training, expertise, and experience

## SUMMARY OF QUALIFICATION:

- Experienced managing care for residents per shift including bathing, feeding, dressing, bathroom assistance, transporting, exercise/activities, etc.
- Understands the importance of patient confidentiality and complies with all HIPAA rules and regulations
- Some experience training new personnel, delegating work orders, monitoring all work activities and resident/employee interactions, conducting performance evaluations, and consulting with upper management for employee progress/status reports
- Strong problem-solving skills often in a fast paced, high-pressure environment
- Excellent communication skills and experienced resolving residents' issues
- Familiar with Windows, Microsoft Office (Word, Excel, PowerPoint) Internet research, and email
- Multi-tasks effectively, learns new systems quickly, and completes all projects on or ahead of schedule
- Dependable, conscientious and cooperative colleague
- Works well independently or with a team of other health care professionals

## PROFESSIONAL EXPERIENCE:

08/2024 – 11/2024      **Direct Support Professional**

Heritage Christian Services, Amherst, NY

- Provided one-on-one support to individuals with developmental disabilities, ensuring their physical, emotional, and social well-being.
- Assisted clients with daily living activities, including meal preparation, personal hygiene, grooming, and mobility.
- Implemented Individualized Service Plans (ISPs) to achieve personal goals and promote independence.
- Monitored and documented client progress, behaviors, and incidents in compliance with organizational policies.
- Facilitated community outings and social activities to enhance social skills and community integration.

01/2019 – 07/2019      **Personal Care Aide**

Venture Forthe, Niagara Falls, NY

- Assisted clients with daily living activities, including personal hygiene, meal preparation, and light household tasks, ensuring comfort and independence.
- Provided companionship and emotional support, fostering trust and positive relationships with clients.
- Followed care plans and communicated effectively with clients, families, and healthcare teams to ensure high-quality care delivery.
- Managed time efficiently to prioritize tasks and maintain consistent schedules for multiple clients.

04/2019 – 09/2019      **Deli Clerk**

Tops Markets, Sanborn, NY

- Provided exceptional customer service by greeting customers, answering questions, and recommending deli products,.
- Sliced, weighed, packaged, and priced meats and cheeses using deli equipment (slicers, scales, and registers).
- Maintained cleanliness and sanitation of deli counters, equipment, and display cases, adhering to food safety standards.
- Collaborated with team to manage inventory, restock shelves, and ensure aesthetically pleasing product displays.

02/2016 – 05/2017      **Cashier**

Seneca Niagara Casino, Niagara Falls, NY

- Delivered outstanding customer service in a high-energy casino restaurant, processing many transactions daily with high accuracy using POS systems.
- Managed cash and credit transactions, balanced registers at shift end, and resolved customer inquiries, ensuring a positive dining experience.
- Maintained a clean and organized work environment, including sanitizing surfaces and restocking supplies, in compliance with casino health regulations.
- Upsold menu items and promoted specials, increasing average ticket sales through effective customer engagement.

02/2016 – 10/2016      ***Crew Member***

Burger King, Amherst, NY

- Processed customer orders efficiently using POS systems, handling transactions with zero discrepancies in cash reconciliation.
- Prepared burgers, fries, and beverages according to Burger King standards, ensuring consistent quality and reducing customer wait times.
- Engaged customers with a friendly demeanor, upselling value meals and promotions, boosting sales during shifts.
- Collaborated with team members to streamline operations, including drive-thru and front counter service, during peak periods.

02/2015 – 02/2016      ***Cashier / Overnight Stocker***

Walmart, Coolidge, AZ

- Processed customer transactions using POS systems, achieving high accuracy in cash, credit, and digital payment handling, ensuring seamless checkouts.
- Delivered friendly and prompt customer service, resolving inquiries and addressing concerns, resulting an improvement in customer satisfaction feedback.
- Balanced registers at shift end with zero discrepancies, maintaining accurate financial records and adhering to company cash-handling policies.
- Unloaded delivery trucks and stocked shelves overnight, organizing items to ensure fully stocked and visually appealing aisles by morning.

09/2014 – 02/2015      ***Cashier***

Taco Bell, Horseheads, NY

- Operated POS systems to process customer orders, achieving high accuracy in cash handling and order fulfillment.
- Prepared menu items, including tacos, burritos, and sides, following Taco Bell's recipes and presentation standards, reducing prep time.
- Provided friendly and prompt service, addressing customer needs and resolving complaints, resulting an improvement in customer feedback ratings.
- Assisted with inventory management, restocking ingredients, and rotating stock to ensure freshness, minimizing waste.

## **EDUCATION and TRAINING:**

***High School Diploma***

Vista Grande High School, Casa Grande, AZ