

RESUME ID #113

PROFESSIONAL PROFILE:

Service oriented professional with extensive experience working with families from diverse cultures and backgrounds. Demonstrated receptionist / customer service and communication skills. Highly adept in the performance of all duties attendant to a busy office. Ability to collect and collate data, and make proper recommendations and referrals based on that information.

WORK HISTORY:

09/2017 - Present **Bus Monitor**

Niagara Falls Coach Line, Niagara Falls, NY

- Assist students with safety during their daily trip from home to school and return trip home.

04/2016 – 08/2017 **Receptionist / Resident Care Aide**

Brookdale Niagara Memory Care, North Tonawanda, NY

- Allow people entry and egress through secure doors at this busy senior care facility
- Provide excellent customer service to family members from very diverse backgrounds, answering all their queries and directing them to their loved ones
- Answer multi-line phone and impart and/or gather information from callers, and transfer calls accordingly
- Perform all the duties attendant to a busy office, such as filing, faxing, photocopying, shredding, etc.
- Assist patients with Alzheimer's and Dementia as they go about their daily living activities
- First Aid/AED certified

12/2015 – 03/2016 **Toll Booth Collector**

NYS Thruway, Grand Island Bridge, NY

- Accepted cash, made correct change, and processed drivers through the tolls

11/2012 – 06/2013 **Assistant Case Manager**

Americorps, Hornell, NY

- Drafted schedules and coordinated the volunteer services of up to 30 people at busy non-profit center
- Processed food pantry in-take applications, rent and utility applications, and authorized payments
- Performed case management supervisory duties when required
- Discharged all major office duties, such as answering a multi-line phone, faxing, copying, scanning, etc.

01/2005 – 12/2010 **Social and Human Services Assistant / Family Consultant**

Finger Lakes Parent Network, 25 West Steuben Street, Bath, NY

- Facilitated two bi-weekly support groups for parents of children with special needs
- Provided peer support, court advocacy, school advocacy, and other services to these parents
- Participated in outreach efforts by giving talks and delivering presentations to area businesses and human service agencies
- Supported and empowered families with the goal of improving the quality of their lives and helping their children achieve their full potential within the community.

01/2007 – 12/2008 **Alcohol and Drug Counselor**

Kinship House, 130 Rumsey Street, Bath, NY

- Was solely responsible for the supervision of up to 20 men in a residential facility
- Administered regular drug tests and dispensed medications
- Provided individual and group counseling sessions
- Updated clients records in the computer system

11/2001 – 04/2002 **HEAP Intake Interviewer**

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Pro Action, 117 East Steuben Street, Bath, NY

- Conducted eligibility interviews both in person and over the phone, with those seeking assistance with their home energy needs
- Obtained all requisite documentation based on established rules and regulations; met every emergency deadline
- Demonstrated exemplary compassion and understanding toward every client that I came in contact with, especially the vulnerable in our community

EDUCATION AND TRAINING:

Phlebotomy Certificate

First Aid/AED Certification

Family Development Credential

Productive Groups, Skills that make a difference

Child and Adolescent Needs and Strengths Training

TABS Training

Lay Advocacy Certificate

Sales & Marketing Certificate

Steuben / Allegany BOCES

Brookdale Niagara Memory Care

Cornell University

NYS Office of Alcohol & Substance Abuse

Finger Lakes Parent Network

Finger Lakes Parent Network

The Advocacy Center, Rochester, NY

Steuben / Allegany BOCES