

# ROBERT SMITH

## Caregiver/Direct Support Professional

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

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### SUMMARY

Dependable, outgoing and goal-oriented with customer service experience; searching for an entry level position that allows me to work in a collaborative environment.

### CORE COMPETENCIES

Microsoft Office, Excell, And Microsoft Word

### PROFESSIONAL EXPERIENCE

#### Caregiver/Direct Support Professional ABC Corporation - April 2015 – March 2016

##### Key Deliverables:

- Planning, meal planning,budget shopping,exercise, assisted in doctors apts, groups, and personal goals.
- Learned mental illness has many triggers and how to deal with it in both positive and negative settings.
- Maintains appropriate professional boundaries avoiding dual relationships.
- Consistently maintains and employs a therapeutic perspective/approach when dealing with clients.
- Implemented new floor assignments based on an evaluation of staffing requirements.
- Provided behavioral/emotional support and supervision for those with dementia, Alzheimers, physical and intellectual disabilities.
- Performed all tasks with a patient-centered focus while seeking opportunities for improvement of processes and treatments.

#### Teller

#### ABC Corporation - December 2012 – February 2015

##### Key Deliverables:

- Paid credit card payments, mortgages, car loans, answered phones, filing, withdrew money.
- Accomplishments previous to this job I only worked desk jobs and didnt have the bubbly attitude.
- This job taught me to try something new, enjoy learning, and I enjoyed seeing first hand all the different cultures, beliefs, religion.
- I was brought out of my comfort zone completely and I enjoyed learning new things I enjoyed.
- Skills used its wasnt just about someones account it was the grandmother spending time with her grandkids it was the dad excited about his weekend visit.

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- Asked how I could make their trip better, what goals I could help them reach, and asking how it their visit travels or sick family member was! I learned how to be personable, fun, and smiled through it all.
- I left this job every day knowing I made someone smile and tomorrow I could try again.

### EDUCATION

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Generals - (Hibbing Community College)DIPLOMA in MEDICAL ADMINISTRATIVE ASSISTANT - (MISSOURI COLLEGE - St. Louis, MO)

