



OLIVIA SMITH

Direct Support Technician

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PROFESSIONAL SUMMARY

Compassionate Direct Support Technician with 7 years of experience empowering individuals with disabilities. Skilled in implementing personalized care plans, fostering independence, and enhancing quality of life through supportive interventions. Dedicated to creating a nurturing environment that promotes dignity, respect, and effective communication.

WORK EXPERIENCE

Direct Support Technician 📅 Jun / 2020-Ongoing
Blue Sky Innovations 📍 Chicago, IL

- 1. Ensured the health and wellness of clients through personalized care and support.
- 2. Assisted individuals with daily living activities, including cooking, cleaning, and personal hygiene.
- 3. Encouraged client independence through verbal coaching and positive reinforcement.
- 4. Coordinated transportation for clients to appointments and community activities.
- 5. Recognized as a top-performing support technician within the first 90 days of employment.
- 6. Administered medications following physician orders and maintained accurate medication logs.
- 7. Documented progress notes, incident reports, and other required documentation accurately and timely.

Direct Support Technician 📅 Jun / 2018-Jun / 2020
Lakeside Apparel Co 📍 Chicago, IL

- 1. Demonstrated professionalism and strong work ethic through effective communication and thorough documentation.
- 2. Engaged clients in academic and recreational tasks to enhance cognitive and social skills.
- 3. Provided comprehensive care, including transportation, cooking, cleaning, and personal hygiene assistance.
- 4. Supported individuals with intellectual disabilities in a compassionate and respectful manner.
- 5. Played a crucial role in improving the quality of life for clients with traumatic brain injuries.

EDUCATION

Associate of Applied Science in Human Services 📅 Jun / 2016 _ Jun / 2018
Central Community College 📍 Seattle, WA

Focused on providing support and care for individuals with disabilities.

SKILLS

Behavioral Support Techniques
● ● ● ● ● ● ● ● ○ ○

Technical Support
● ● ● ● ● ● ● ● ○ ○

Help Desk Experience
● ● ● ● ● ● ● ● ○ ○

User Training
● ● ● ● ● ● ● ● ○ ○

Incident Management
● ● ● ● ● ● ● ○ ○ ○

INTERESTS

✈ Travel 👜 Fashion

🏛 History 🏆 Knitting

STRENGTHS

↔ Flexibility 🗨 Diplomacy

➡ Forward-thinking 🔗 Tenacity

LANGUAGES

English Arabic Japanese

ACHIEVEMENTS

- ★ Enhanced client independence by implementing personalized care strategies, resulting in a 30% improvement in daily living skills.
- ★ Successfully trained and mentored new staff, improving service delivery and client satisfaction by 25%.