

ROBERT SMITH

Residential Training Specialist

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Residential Training Specialist is Treating people with respect; Keeping commitments; Inspiring the trust of others; Working with integrity and ethically; Upholding organizational values. & Demonstrating knowledge of EEO policy; Showing respect and sensitivity for cultural differences; Educating others on the value of diversity; Promoting a harassment-free environment; Building a diverse workforce.

EXPERIENCE

Residential Training Specialist

ABC Corporation - DECEMBER 2012 - 2022

- Managed difficult or emotional customer situations.
- Responded promptly to customer needs.
- Solicited customer feedback to improve service.
- Responded to requests for service and assistance.
- Met commitments.
- Focused on solving conflict, not blaming.
- Maintained confidentiality.

Residential Training Specialist

Delta Corporation - 2010 - 2012

- Application of advanced level Nursing Assistant techniques to accurately assess a residents medical condition (ie, taking vital signs, etc).
- Strict adherence to all safety, security, and confidentiality policies in accordance with agency and HIPPA regulations.
- Escorted clients to appointments.
- Equipped clients with the tools to.
- Monitored patients physical and emotional well-being and reported to medical staff.
- Administering medications and providing different residential training to each individual in an attempt to help them to have more independence.
- Assisted developmentally disabled individuals with activities of daily living, including personal hygiene, meals, housekeeping, transportation, .

EDUCATION

- MS

SKILLS

Hospital procedures, Maintaining customer files and records, Sterile procedures, First aid and CPR, Multi line telephone, and instrument maintenance.