

Mozaic Staff Resumes

All Resumes included are for staff who will provide and have experience in the following Job Placement Services:

- 510x Employment Customization

Vickie Agnello

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Romulus, NY 14541
315-224-9174
vickieagnello121@gmail.com

Objective

To assist Individuals with a Developmental Disability develop skills that can assist them to become independent and productive in their community and work environments.

Education:

Eisenhower College of RIT
1983 - B.A. – Community Services – Health Care Option

Cayuga Community College
1979 - A.A.S. – Secretarial Science – Executive Option

Waterloo Central School District
1977 – High School Diploma (Secretarial Science Program)

Employment History

Arc of Seneca Cayuga
1983 – Present

Director of Day and Employment Services

The Director of Day Services has overall responsibility for operations of the Day Habilitation, Vocational, and Community Service programs inclusive of all sites in Seneca County. Direct responsibilities include: ensuring regulatory compliance, billing oversight, Medicaid compliance, prepares program budgets, key indicators, and provides ongoing support, review and oversight of the budget process, policy development and ensures consistency with Division and Agency policies and works with the Manager position to determine the placement of admissions into Day Habilitation, Vocational and Community Service programs.

Prior positions with the Agency have included: Program Secretary, Direct Support, Residential Manager, Sr. Case Coordinator, Administrator of Day and Employment Services.

Ontario ARC

My responsibilities included working with Individuals to learn to organize their work area, monitored and assisted Individuals when needed, counted and checked quality of each Individuals work.

Brenna Rattray

6 Auburn Rd. Seneca Falls, NY 13148 • (315) 945-3919 • brennarattray@gmail.com

EDUCATION

The College at Brockport, State University of New York
Bachelor of Science: Recreation and Leisure Studies
Concentration: Tourism Management

Brockport, NY
May, 2020

Finger Lakes Community College
Associates in Liberal Arts and Sciences

Canandaigua, NY
December, 2015

WORK EXPERIENCE

Mozaic

Employment Specialist

Seneca Falls, NY
August – Current

- Assist individuals with finding competitive employment through vocational assessments, person centered planning, and discovery.
- Provide onsite job coaching, training, and planning.
- Provide supports for individuals to be successful integrated into the job setting.

Inns of Aurora

Reservations Agent

Aurora, NY
March 2021 – July

- Promote and sell lodging and activities for a luxury resort.
- Assist in planning guests' stay and answering guests' questions.
- Accurately input all reservations, process payments/refunds, send out confirmations.

Ely & Leen Agency, Mead Maloy Agency Inc.

Customer Service Representative

Newark/Clyde, NY
September 2020 – March 2021

- Managed client's home and auto insurance.
- Used problem solving skills to solve account issues.
- Computer input and filing paperwork.

The Town of Gates Recreation and Parks Department

Intern

Gates, NY
January 2020 – May 2020

- Helped plan activities and events for the community and its members.
- Completed secretary duties (registered participants for programs, booked park rentals, made/answered phone calls, separated mail, answered emails, etc.).
- Helped with marketing by designing flyers for Spring/Summer brochure and making videos for social media pages.

North Rose-Wolcott Central School District

Teacher Aide

Wolcott, NY
October 2019 – January 2020

- Helped improved the learning experience of two middle school students with learning disabilities.
- Tracked student's behavior throughout the school day.
- Set up prevention and intervention plans for behavioral disturbances.
- Proctored exams for students with specific needs.

Clyde-Savannah Central School District STEAM Camp

Clyde, NY

Student Aide/Recreation Supervisor**Summer 2018 & Summer 2019**

- Planned and facilitated fun and educational activities including field trips, carnivals, games, and daily learning activities for kids ages 4-15.
- Responsible for safety and supervision of a variety of kids ranging from preschool to middle school age.
- Supervised open gym/weight room and ensured kids were using equipment safely and correctly.
- Assisted supervisor with daily, weekly and monthly tasks such as tracking attendance, attending meetings, and preparing for events.

Beauty Plus Salon

Victor, NY

Beauty Advisor**September 2017 – July 2019**

- Advised customers throughout the purchasing process while offering excellent customer service.
- Responsible for opening and closing store, completing customer transactions, processing shipment, and booking salon appointments.

Lyons National Bank

Clyde, NY

Bank Teller**May 2016 – May 2017**

- Provided account services such as cashing checks, issuing checks, completing deposits and withdrawals.
- Effectively marketed promotions and referred other bank services.
- Consecutively counted drawer and safe to ensure accuracy.
- Responsible for providing great guest experience to encourage and build positive relationships.

Puma

Waterloo, NY

Supervisor**May 2014 – May 2016**

- Was rewarded for hard work by being promoted from associate to supervisor after 1 year.
- Provided excellent customer service and lead by example.
- Supervised associates and trained them on product knowledge.
- Used problem solving skills to fix issues that occurred.
- Promptly completed daily, weekly, and monthly managerial task.

Aeropostale

Waterloo, NY

Sales Associate**May 2012 – May 2014**

- Provided excellent customer service.
- Responsible for completing customer transactions, organizing store, and filling products.

CERTIFICATIONS

American Heart Association: First Aid and CPR/AED**October 2021-October 2023*****Eleversity: Discovery: Assessment and Planning*****Acquired October 2022*****Eleversity: Community Based Prevocational Services*****Acquired September 2022*****Eleversity: Introduction to Employment*****Acquired September 2022*****Source America: Cornerstones of Compliance: Finishing*****Acquired September 2022*****Mental Health First Aid USA*****Acquired August 2018*****Inclusive Recreation Resource Center: Inclusion Ambassador Training*****Acquired May 2019*****NYS Office of Children and Family Services: Mandated Reporter Training*****Acquired May 2019**

Hilary L. Egburtson

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hegburtson@gmail.com • 315-694-0757

SUMMARY OF QUALIFICATIONS

Over ten years of experience in career and individual success development and more than twenty years in customer service and community involvement; Enthusiastic professional who excels at fostering strong interpersonal relationships and effectively advising individuals while remaining flexible, reliable, team-oriented and people-centered.

EMPLOYMENT HISTORY

Associate Director of Vocational Services

2020- 2021

Arc of Allegany-Steuben, Bath, NY

- Manage and oversee vocational programs and compliance of program requirements
- Assist Program Director with monthly reporting and billing functions for all vocational programs
- Perform supervisory tasks including but not limited to hiring, staff development, scheduling, and assigning caseloads
- Work with various ACCES VR and OPWDD programs and track client hours and participation
- Provide oversight for monitoring and auditing staff caseload files for compliance with OPWDD and ACCES VR standards

Employment Services Manager

2019- 2020

Mozaic (formerly Arc of Seneca Cayuga), Penn Yan, NY

- Provide training and direct supervision for all Employment Specialists including all daily activities as well as hiring, staff development, scheduling, caseloads and core competency evaluations
- Work with various ACCES VR and OPWDD programs and tracked client hours and participation
- Provide oversight for monitoring and auditing staff caseload files for compliance with OPWDD and ACCES VR standards
- Supervise staff and services for compliance of ACCES-VR and OPWDD funded intake assessments, job development, resume preparation and job skills training
- Assist Program Director with monthly reporting and billing functions for waiver services and ACCES-VR

Employment Development Specialist

2019

Pro Action of Steuben and Yates, Bath, NY

- Provide job search assistance, oversight, and resume assistance to individuals receiving DSS supports
- Define and strengthen individuals' goals and encourage realistic and attainable career paths
- Advise individuals on vocational skills and successfully prepare individuals for applying and following up with job opportunities
- Assist individuals with interview strategies by organizing mock interviews
- Recommend time management skills and organizational strategies for job seekers

Vocational Services Coordinator

2016- 2018

HCBS Employment Program, Catholic Charities Community Services, Penn Yan, NY

- Academic and employment advisor with excellent individual achievement success rate
- Defined and strengthened individuals' goals and encourage realistic and attainable career paths.
- Teach vocational skills and successfully prepare individuals for work
- Develop new relationships with prospective employers and create new employment opportunities for clients
- Evaluate student performance and prepare students for program completion.
- Administer vocational support for individuals resulting in meaningful competitive employment
- GED/TASC tutor and academic support provider.
- Recommend and demonstrate time management skills to students and increase organizational abilities
- On-site job coach supervisor and coach

Educational Associate (Vocational)

2015- 2016

CDOS Program, Divisions of the Arc of Yates, Penn Yan, NY

- Develop program and successfully integrate students into a competitive work environment
- Increase community involvement and program participation while maintaining quality student performance

Hilary L. Egburtson

- Manage student completion of program requirements
- Collaborate with teachers and deliver classroom instruction in addition to delivering vocational support
- Recruit new community partners for employment opportunities for students, while developing relationships and collaborating with future prospective employers
- Advise high school students on academic and employment opportunities

Direct Support Professional (Vocational)

2010- 2015

Keuka College D.R.I.V.E. and CDOS Programs, Divisions of the Arc of Yates, Penn Yan, NY

- Facilitate campus integration and communication through positive peer relations and employment placements
- Ensure quality student work performance and assure program requirements are met
- Increased enrollment by creating nine new employment opportunities
- Supervise individuals with intellectual and developmental disabilities in volunteer and classroom environments
- Provide social skills instruction to individuals with intellectual and developmental disabilities
- Provide instructional vocational support for students, mentors and students with developmental disabilities as they integrate into a competitive work environment
- Deliver vocational and task specific instruction and initiate community interaction
- Ensure completion of program requirements for students with intellectual and developmental disabilities, academically and vocationally, while maintaining strict confidentiality
- On-site job coach and job coach supervisor

Founder and Co-Owner- Interior Designer

2003- 2018

Aldan Studios, Rochester, NY

- Project management, supervised multifaceted projects, sales and marketing, installation of products, customer service
- Customer satisfaction surveys exhibit a 95% client satisfaction

PROFESSIONAL DEVELOPMENT

New York State Women Inc.

- Titles held: *State*- Youth Leadership Chair (4yrs), responsible for organizing and implementing the 2016 Youth Leadership Conference, State Membership Vice Chair (1yr), State Youth Leadership Co-Chair (1yr); *Regional*- Interim Region VII Director (6mo), Assistant Region VII Director (3yrs), responsible for membership retention; *Local*- *Chapter*(Yates County Women) President (3yrs), 1st Vice President (2yrs), 2nd Vice President (1yr), Youth Leadership Committee Chair (5yrs), Miss Penn Yan Committee Chair (1yr)

EDUCATION

Master of Science, Counseling Studies- Capella University, Minneapolis, MN

Bachelor of Science, Human Ecology- Mercyhurst College, Erie, PA

ADDITIONAL EMPLOYMENT AND VOLUNTEER EXPERIENCE

Boy Scouts of America, Trained Volunteer- Mohawk District Committee Member: Membership- Webelos-to-Scout Transition Coordinator(3yrs), New Unit Coordinator(1yr), Assistant Roundtable Commissioner(1yr); Boy Scout Advancement Chair(2yrs), Den Leader and Assistant Den Leader(3yrs); Scoutmaster/Assistant Scoutmaster Trained.

Substitute Teacher; Volunteer Tween Youth Group Director; Sunday-school Teacher

Retail Sales Associate

AWARDS AND ACHIEVEMENTS

- Yates County Women's 2015 Woman of the Year Recipient
- BSA Seneca Waterways- Mohawk District 2015 Scouting Couple of the Year
- WoodBadge- BSA Advanced Leadership Training
- Adult, God and Service Religious Award

KELLY UNGER

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kelly.unger@mozaic.org

EXPERIENCE

FEBRUARY 2017 – CURRENT

MANAGER OF SERVICES, MOZAIC

I OVERSEE DAY HAB PROGRAMS. I HOLD MONTHLY STAFF MEETINGS WITH ALL STAFF AS A TEAM AND THEN WITH EACH INDIVIDUAL STAFF AS WELL. I CHECK DAILY NOTES THAT STAFF WRITE. I AUDIT AND APPROVE STAFF ACTION PLANS, IPOP'S AND SUPPORTED EMPLOYMENT NOTES. I SUBMIT THEM FOR BILLING ONCE THEY ARE DONE. I MAKE SURE THAT ALL BILLING IS BEING APPROVED I MAKE SURE THAT THE PROGRAMS ARE MEETING REGULATIONS.

AUGUST 2016 – FEBRUARY 2017

PROGRAM COORDINATOR, ARC OF SENECA CAYUGA

I OVERSAW A DAY HAB ROOM. I MADE SURE THAT THE DAILY ACCOUNTABILITY WAS FILLED OUT AND STAFF KNEW WHAT INDIVIDUALS THEY WERE RESPONSIBLE FOR THE DAY. I FILLED OUT A MONTHLY CALENDAR OF ACTIVITIES AND OUTINGS FOR THE PROGRAM. I PASSED MEDICATIONS WHEN NEEDED. I MADE A SUPPLY LIST FOR PROGRAM SUPPLIES AND SUPPLIES THAT WE NEEDED FROM THE HOUSE. I MADE SURE STAFF WERE PROVIDING DAILY GOALS TO INDIVIDUALS.

MARCH 2016-AUGUST 2016

PRE-VOCATIONAL COORDINATOR, ARC OF SENECA CAYUGA

I OVERSAW THE PRE-VOCATIONAL WORKSHOP. I MADE SURE STAFF WERE ASSIGNED INDIVIDUALS EACH DAY AND THAT THEY WERE PROVIDING APPROVED SERVICES TO THE INDIVIDUALS. I REVIEWED DAILY DOCUMENTATION FROM STAFF. I PUT TOGETHER A CALENDAR OF CLASSES TO BE TAUGHT IN PRE-VOCATIONAL. I PASSED MEDICATIONS WHEN NEEDED. I ALSO ATTENDED MONTHLY MEETINGS FOR INDIVIDUALS PLANS.

JUNE 2015-MARCH 2016

COMMUNITY INTEGRATION COORDINATOR, SENECA CAYUGA ARC

I LOOKED IN THE COMMUNITY TO SEE WHAT VOLUNTEER OPPORTUNITIES THERE WERE FOR THE INDIVIDUALS TO COMPLETE. I SET UP A SCHEDULE TO TAKE INDIVIDUALS OUT DAILY TO THE VOLUNTEER OPPORTUNITIES. I COVERED IN DAY HAB

WHEN NEEDED. I SET UP OPPORTUNITIES FOR THE DAY HABS AS WELL TO VOLUNTEER/ ACTIVITIES IN THE COMMUNITY TO PARTICIPATE IN.

JULY 2014- JUNE 2015

ASSITANT DAY HAB COORDINATOR, SENECA CAYUGA ARC

I WAS RESPONSIBLE TO MAKE THE MONTHLY ACTIVITY AND OUTING CALENDARS. I HAD TO ASSIGN STAFF TO OUTINGS IF STAFF DID NOT SIGN UP FOR OUTINGS. I PASSED MEDICATIONS. I HELPED INDIVIDUALS WITH LUNCH AND THEIR DAILY GOALS. I COMPLETED DAILY DOCUMENTATION AND TRACKING.

JANUARY 2012- JULY 2014

COMMUNITY RESOURCE SPECIALIST, SENECA CAYUGA ARC

I WAS RESPONSIBLE TO PASS MEDICATIONS. WORK ON DAILY GOALS. HELP INDIVIDUALS WITH LUNCH, COMPLETE DAILY DOCUMENTATION AND TRACKING. I ALSO WENT ON OUTINGS WHEN I WAS ASSIGNED TO THEM THAT DAY. I HAD TO PROVIDE ACTIVITY IDEAS AND OUTING IDEAS TO THE ASSITANT MONTHLY.

AUGUST 2011-JANUARY 2012

PART-TIME DAY HAB SPECIALIST, SENECA CAYUGA ARC

I WAS WORKING IN THE DAY HAB. I WOULD DO DAILY GOALS WITH THE INDIVIDUALS. HELP THEM WITH LUNCH. FRESHENED INDIVIDUALS DAILY AND COMPLETED DAILY TRACKING AND NOTES.

JUNE 2009 – MARCH 2010

GROUP CARE WORKER, CAYUGA HOME FOR CHILDREN

I WAS RESPONSIBLE TO BE AT THE GROUP HOME AND MAKE SURE THAT THE CHILDREN THERE ATTENDED SCHOOL DAILY, HELP WITH HOMEWORK IF THEY NEEDED IT. PROVIDE GUIDANCE TO THE CHILDREN IF THEY NEEDED IT. MAKE SURE THEY COMPLETED THEIR CHORES, HELP PREPARE DINNER. COMPLETE DAILY DOCUMENTATION. I ALSO TRASPORTED THE CHILDREN HOME FOR THE WEEKENDS ON FRIDAYS AND PICKED THEM UP ON SUNDAYS. I PROVIDED TRANSPORTATION FOR PARENTS TO ATTEND PARENTING CLASSES.

EDUCATION

DECEMBER 2007

ASSOCIATES OF ARTS IN CRIMINAL JUSTICE, CAYUGA COMMUNITY COLLEGE

OCTOBER 2011

BACHELOR OF ARTS IN CRIMINAL JUSTICE, EMPIRE STATE COLLEGE

LALANNIE OVENSHERE

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(315)730-4580

lalannieovenshere4@gmail.com

Very motivated and energetic employee whom has worked over 23 years in the Human Service Field. Working my way up from a Direct Support Professional to 6 years' experience as a Program Manager. Experience in Day Habilitation, Community Pre-Vocational and Vocational Programs, Recreation Department.

EXPERIENCE

10/1997 – PRESENT

MANAGER OF SERVICES, (DAY HABILITATION, COMMUNITY BASED PRE-VOCATIONAL AND VOCATIONAL DEPARTMENTS), MOZAIC

Overall responsibility for the management, supervision and direction of Day Habilitation and Vocational Services. Supervises the Program Coordinators and Employment Specialists at assigned sites. Responsible for conformance of the program to all necessary regulatory statutes, State and Federal standards and practices for both Day Services and Vocational Programs.

5/97 – 10/1997

LABORER/OFFICE ASSISTANT, CITY OF CANANDAIGUA PARKS AND RECREATION DEPARTMENT

Maintained park and city beautification throughout the year, as well as responsible for phone reception, distributing cash receipts, and maintaining files.

EDUCATION

MAY 1997

B.S., RECREATION AND LEISURE, MINOR: OUTDOOR EDUCATION, STATE UNIVERSITY OF NEW YORK AT CORTLAND

SKILLS

- Knowledgeable in many departments within the agency
- Organized
- Great with Time management
- Always looking outside the box
- Willing to take that extra step to make sure the job gets done in a timely manner.

ACTIVITIES/TRAININGS

- Received several Person Centered Awards from the agency over my 23 years with the agency

Innovations/Eleversity Trainings:

- January-February 2018 Innovations in Employment Support Series (Community Based Prevocational Services, Discovery, Beyond Discovery, Effective Job Coaching)
- August-September 2020 ETP 101 training, Basic of Business Engagement Training
- 12/1/2020- Job development webinar
- 1/12/2022- quick bites: Technology for Virtual Vocational Services
- 3/21/2022- Management skills for SEMP leaders
- 6/8/2022- Management Skills for SEMP Leaders

NYS Case Trainings:

- September-October 2020 Foundations of Job Placement Trainings, Orientation to Employment Services Trainings
- December 2020 Job Development Trainings
- Introduction to Employment Trainings
- 3/10/2022 Orientation to Employment Services
- 11/29/2022 Supporting Long Term Success
- 12/15/2022 Facilitating Job Coaching and Employment Supports

Source America Training:

- 11/12/2020- Disability Documentation and the IEE Cornerstones of Compliance: Finishing
- 2/17/2021- Establishing the Vision-Diversity and expanding employment services in partnership with pathways to careers (pathways) job matching and customized employment.
- 11/12/2021- Cornerstones of Compliance: Finishing
- 12/2/2021- Disability Documentation and the IEE
- 11/30/2022 U.S. AbilityOne File Requirements and the IEE

REFERENCES

Will be provided upon request

ATTACHMENTS

- Titles and job descriptions of positions that I have held in the agency over my 23 years of service.

Monica Adams

5608 Centerpointe Blvd Apt. 1

Canandaigua, NY 14424

Madams.0529@yahoo.com

(585) 557 – 6954

Objective: To pursue an employment opportunity where I can utilize my current and previous work experiences to make a difference in the lives of others.

Education:

Southern Vermont College

Graduated May 2012

Bennington, VT

Bachelor of Science Degree

Business Administration/Sports Management

Work Experience:

Challenge Industries, Inc.

Feb 2024 – Currently

Ithaca, NY

Employment Specialist

and

The Arc Ontario

November 2022 – Jan 2024

Canandaigua, NY

- Support individuals with developmental and intellectual disabilities in the community at their place of employment
- Provide onsite and offsite supports to individuals where needed
- Communicate with employers, supervisors and other natural supports in regard to the individual
- Comply with NYS OPWDD, ACCESS VR, OMH and ETP regulations
- Complete daily documentation in a timely manner
- Attend Annual and 6-month review meetings
- Complete required Case trainings, Eleversity trainings and Relias trainings

Career Behavioral Objectives and Outcomes:

- Empower client to affectively communicate and problem solve with a positive attitude and delivery
- Create an environment of trust so the client can make choices that will benefit their job performance and ability to believe in themselves
- Offer scenarios and role playing to enable client to see different points of view and choose their path for success
- Allow for self-discovery. Work through a process and provide feedback to avoid setbacks.
- Ensure the client is comfortable and understands expectations and can ask for guidance when necessary

References available upon request

Michele VanGiesen

Director of Services

Contact

1521 Corporate Dr
Auburn, NY 13021
315-567-0224

michele.vangiesen@mozaic.org

Education

SUNY Oswego
1988-BA- Psychology

Cayuga Community College
1985- Freshman yr.

Auburn High School
1984- HS Diploma

Objective

To assist individuals with Developmental Disabilities, develop skills that can assist them to become independent and productive in their community and work environments.

Experience

Mozaic
1988- Present

Current Position- Director of Services

Provides daily oversight for the operations of Day Hab/Comm Hab/Prevocational and Employment Services inclusive of all sites in Cayuga County. Direct responsibilities include: ensuring regulatory compliance, billing oversight, Medicaid complains, budgetary and fiscal oversight, policy and procedures. Assists with all referrals, intakes and placement.

Prior positions with Mozaic include: Site Coordinator, Administrator of Services and Group Leader.

Professional Training

Job Readiness, Job Coaching, and Soft Skills training
Corporate Compliance
Abuse
CPR/First Aide
Community Inclusion
Supervisory development
HIPPA
Proper Safety Procedures for Transportation
Health and Safety
Eleversity and Case trainings.



Megan Woods

Contact

235 North Ave
Penn Yan, NY 14527
315-694-7654
megan.woods@mozaic.org

Education

Nazareth College of
Rochester
1989 (BA in French)

Mynderse Academy
1985- HS Diploma

Objective

To assist individuals with Developmental Disabilities, develop skills that can assist them to become independent and productive in their community and work environments.

Experience

Mozaic
2003- Present

Current Position- Director of Services

Provides daily oversight for the operations of Day Hab/Com Hab/Prevocational and Employment Services inclusive of all sites in Yates County. Direct responsibilities include: ensuring regulatory compliance, billing oversight, Medicaid compliance, preparing program budgets, and key indicators, and providing ongoing support, review and oversight of the budget process, policy development and ensuring consistency with Division and Agency policies and working with the Manager position to determine the placement of admissions into Day Habilitation, Vocational and Community Service programs

Prior positions with Mozaic include: Program Coordinator and Manager of Services

Professional Training

Corporate Compliance
Abuse Training
CPR/First Aid
Community Inclusion
Supervisory development
HIPPA
Proper Safety Procedures for Transportation
Health and Safety
Eleversity and Case trainings.
Job Readiness, Job Coaching, Soft Skills Training

KATHRYN WOODWORTH

Skaneateles Falls, NY | 315-529-7438
kwoodworth926@gmail.com

EDUCATION

Bachelor of Science, Wildlife Science

SUNY College of Environmental Science and Forestry

Leadership Oswego County

SUNY Oswego

EMPLOYMENT EXPERIENCE

Site Supervisor – Vocational Services | Mozaic | Auburn, NY

- Primary function to support current and prospective jobseekers to identify their strengths, goals, and talents with the ultimate goal of helping them to obtain and maintain integrated employment
- Oversees employment specialists and DSP staff delivering vocational and pre-vocational services
- Utilize clear, concise communication and strong attention to detail to ensure smooth interactions and that all billing or other requirements are met
- Coordinates with an individual's circle of support, attends Life Plan Meetings, writes and reviews staff action plans, and performs all other duties to ensure goals are attainable and successful
- Prior roles within the organization include Planner and Employment Specialist

Inventory Analyst | Huhtamaki | Fulton, NY

- Responsible for maintaining the daily flow and traceability of inventory; able to research and troubleshoot issues around those processes to support and improve all activity revolving around inventory movement
- Developed Standard Operating Procedures and coordinated with department management to assist in conducting employee trainings as requested
- Proficiency using Microsoft Office Suite programs to efficiently and effectively perform job tasks, including Excel, Teams, Word, and Outlook; began exploring writing queries using Microsoft Query
- Prior roles within the company include Quality Control Technician, Material Handler, and Machine Operator

Substitute Teacher | Fulton City School District | Fulton, NY

- Performed in classrooms ranging in age from K-12 including special needs rooms and special electives
- Created a constructive learning space for all students and earned a positive rapport with other faculty and staff within the district
- Reliable and dependable; many teachers would specifically request my return to their classrooms

Crew Member | Dunkin Donuts | Fulton, NY

- Provided excellent Customer Service and maintained a clean environment for serving food and beverages according to brand standards. Often placed on "Drive Thru" because of pleasant demeanor, tone, and ability to promptly and efficiently receive orders
- Calmly and effectively resolved customer issues and complaints when a manager was absent
- Conducted myself in accordance with the company's desired culture and mission statement
- Took initiative to begin self-led shift leader training prior to leaving the establishment

Environmental Educator | Fortson 4-H Center | Hampton, GA

- Provided leadership to participating school groups while teaching 2-hour interdisciplinary, research-based environmental and outdoor education classes to grades K-12
- Often served as the line of communication between my superiors and fellow staff
- Addressed teachers, parents, students, and other guests to the Center with a friendly, approachable attitude
- Worked cooperatively as a team with coworkers to perform regular upkeep and animal husbandry as assigned to uphold facility aesthetics and animal health standards

Education and Outreach Intern | Archbold Biological Station | Venus, FL

- Lead and assisted giving programs to school groups (grades 3-5) about the scrub ecosystem in a fun, user-friendly, hands-on manner. Topics covered consisted of the importance of fire in the landscape, endemic plants and wildlife, animal skull and track identification, food chains, and weather patterns of the area
- Occasionally answered phones, relayed messages, and entered data at the request of my immediate supervisor
- Attended community events to promote habitat conservation, ecological awareness, and visitation to the Station by schools and members of the public

PERSONAL ATTRIBUTES & ADDITIONAL SKILLS

- Strong attention to detail to ensure professional accuracy
- Desire and willingness to learn new tasks and complete them accurately and efficiently, as well as to continuously improve existing skills and abilities
- Quick to learn new programs or tools required to perform a task
- Able to multitask and use decision making skills to determine which tasks need to be completed first based on timing and importance
- Can work independently as a self-starter and as a strong team member to achieve desired outcome
- Optimistic attitude and strong communication skills
- Active listener, understanding, and empathetic towards others
- Experience using Microsoft Office programs including Outlook, Word, PowerPoint, and Excel
- Able to work cooperatively with others in a professional, fast-paced environment