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| **Education** **Completion date** |
| M.A. in Human Services Counseling – Crisis Response and Trauma***Liberty University*** B.S. in Health Services Administration and Human Services***St. Petersburg College***Associate in Arts ***St. Petersburg College*** High School Diploma ***Olympia High School***  | Currently attendingMay 2020December 2015May 2002 |
| Skills & Abilities |
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| I am dedicated to providing the best care to all clients and this drives and motivates me to think and be creative when delivering services. I am responsible, honest, hardworking, dedicated, excellent at customer service, excellent time management, calm and can work well under pressure and flexible. My greatest ability is being a great team player who makes working with others easier and exciting.  |
| Professional goals |  |
| To secure a position in a reputable organization, which will challenge me to expand my skills and know-how. To secure a career opportunity that will utilize my skills and training fully while contributing to the wellbeing of the company and community. To secure employment where I can put my interpersonal skills into good use. |
| Career Summary  |  |
| I am a dedicated Intake Specialist with more than fifteen years of experience in crisis assessment and intervention for both adults and children in the health and human services sector. Able to work without supervision and also making treatment recommendations when dealing with psychiatric and substance abuse patients. I have excellent customer service skills, good at time management and a team player which makes me capable of working well with others.  |
| Experience |
| Health Service Administration and Human Services Capstone Student *BayCare Health System* My project introduces educational programs for recruits and re-educating the current employees on the Baker Act standards and processes within the Florida Department of Children and Family Law. I developed training modules for employees to gain knowledge in meeting the needs of mental health patients, and effectively responding to mental health patients in crisis situations.Intake Specialist *BayCare Behavioral Health at Mease Dunedin Hospital*  |  01/2020 – 04/2020    05/2018 – Present  |
| Provides emergency psychiatric evaluations for all persons of all ages in the Hospital’s Emergency Center. Handles all requests for all psychiatric services from other agencies, individuals or other departments. Maintain statistics related to Intake Services. Provides basic psychiatric care to adult, children and geriatric patients on Inpatient psychiatric units. Verify client insurance and avail inpatient placements. Provides direct care to patients, check and record vital signs, and check blood sugar. Assist with interviewing prospective new hires, precept new employees and assist my manager with other leadership duties as assigned. |  |
| Lead Mental Health Technician *BayCare Behavioral Health Morton Plant and Mease Dunedin*  |  03/2013 – 05/2018 |

Performs a leadership role amongst other Mental Health Technicians through communication, education and mentoring of team members. Ensures that the team is consistently monitoring and observing patients to ensure safety and well-being. Promotes effective communication and therapeutic relationships with patients and team members. Maintains and ensures appropriate boundaries with patients and team at all times. Promotes coordination of the unit by assisting with patient needs during entire length of stay in collaboration with the treatment team. Provides direct care to patients, check and record vital signs, and check blood sugar. Demonstrates flexibility in assignments to meet the needs of the facility.

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| Patient Care Tech/Healthcare Unit Coordinator  *John Hopkins All Children’s Hospital*  |  08/2018 – Present |

Participates in patient centered care across the continuum and performs clerical functions that support unit operations. Provides quality care to patients as part of the primary team assigned by the unit RN Clinical Nurse or the RN Clinical Team Leader/Supervisor. Provides direct care to patients, check and record vital signs, check blood sugar and perform EKG. Contributes to the goals of the department by providing an opportunity for the PCT/HUC to collaborate with all members of the care team and being accountable for the delivery of patient care at a demonstrated level of safe practice.

Counselor

*Carlton Manor Carlton Manor Inc. Therapeutic Group home* 03/2013 – 12/2014

I provided high-quality care in a therapeutic group home setting to at-risk children and young adults. I also offered group counseling and services for behavior modification.

Nursing assistant

*Saint Peters University Hospital New Brunswick* 12/2011 – 12/2012

Participates in patient centered care across the continuum and performs clerical functions that support unit operations. Provides quality care to patients as part of the primary team assigned by the unit RN Clinical Nurse or the RN Clinical Team Leader/Supervisor. Provides direct care to patients, check and record vital signs, check blood sugar and perform EKG.

Mental Health Associate

*Summit Oaks Hospital*  09/2009 – 12/2011

Maintains and ensures appropriate boundaries with patients and team at all times. Promotes coordination of the unit by assisting with patient needs during entire length of stay in collaboration with the treatment team. Provides basic psychiatric care to adult, children and substance abuse patients on Inpatient psychiatric/detox units. Provides direct care to patients, check and record vital signs, and check blood sugar. Demonstrates flexibility in assignments to meet the needs of the facility.

Recreation Therapisty Assistant

*Windmoor Healthcare* 02/2006 – 08/2009

Develops specific treatment plans for individual patients based on their needs and in accordance with the principles and practices of recreation therapy. Conduct facility group and individual activities and recreational therapy interventions and all other duties as assigned. Provides therapeutic and educational interventions as it relates to recreational therapy. Provide assessment, monitoring, planning and advocacy for all patients experiencing acute mental health and/or substance abuse issues in an acute inpatient setting. Provide support as an active member of the treatment team and facilitate psychotherapeutic groups.

Life skill facilitator

 *The Salvation Army* 01/2003 - 03/2006

I provided trauma-informed care to youth of all backgrounds, ethnicities and diversity. I also facilitated group therapy, and offer mentorship to at-risk children.

Licensure & Certification

 Mental Health First Aid National Council for Behavioral Health

 Certified Nursing Assistant (CNA) State of Florida Department of Health

 BLS (CPR) American Heart Association

 CPI Nonviolent Crisis Intervention Training Program