

Mary Lyn Hunt

CASE MANAGER WITH 8 YEARS EXPERIENCE IN SOCIAL SERVICE AND CUSTOMER SERVICE

Everett, WA 98203

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Friendly, outgoing and courteous manager with 10+ years experience in a healthcare and office setting.

Experienced in customer service, phone etiquette, MS Office, data entry, filing, clerical and communication skills. Learning Spanish and can speak a little French too.

Authorized to work in the US for any employer

Work Experience

Community Living Facilitator

Sunrise Services, Inc - Everett, WA

April 2009 to March 2021

Provided support and assistance as needed by clients who have developmental disabilities, mental illnesses and sexual, criminal, or other challenging issues during their daily lives and in emergencies. Supervised and trained direct care staff, ensuring all clients receive care, support, and assistance in accordance with agency, local, state, and federal guidelines. Skilled in conflict resolution, writing plans, incident reports, exercising sound judgment in challenging situations including behavioral and staffing issues as well as experienced with office duties including professional phone manner, MS Office, filing, cash ledgers, scanning and ensuring documentation is accurate.

Education

College Degree in Cosmetology

Lyles College of Beauty - Bakersfield, CA

September 1983 to October 1985

High school diploma or GED in Academic

James Hill Memorial - Chatham, NB

September 1974 to June 1977

Skills

- Case Management
- Crisis Intervention
- Computer Skills
- Health Information Management
- Social Work
- Phone etiquette (10+ years)

- Customer service (10+ years)
- Data entry (8 years)
- Documentation review
- English
- Microsoft Office (8 years)
- Office experience (10+ years)
- Data collection (8 years)
- HIPAA
- Clerical experience
- Typing
- Windows
- Front desk
- Developmental Disabilities Experience
- Autism Experience
- Individual / Group Counseling
- Research
- Conflict Management

Certifications and Licenses

CPR Certification