PHAEDRA S. Woolery

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Position Desired

I am seeking a full-time position where my friendly personality and desire to help other people will

make me a valuable member of the team.

Defining Skills

* Excellent People Skills
* Trustworthy and Honest
* Genuine Compassion for Other People
* Ability to Perform in High Stress Environments
* Organized and Able to Carefully Follow Process’

Education

Clover Park Technical College, Home Care Aid Certificate

Tacoma Community College, Nursing Degree Prerequisites

Tacoma Community College, GED

Work Experience

State Farm, Initial Loss Reporting Claims Associate, October 2016- October 2018

* Use State Farm Technology
* Communicate with customers and associates by phone and internet
* Document and report facts of loss
* Showing empathy and professionalism during every interaction
* Handle large volume of calls
* Interact in a team setting
* Work independently

Starbucks, February-August 2016

* Prepared and served drinks and food in accordance with health codes and company standards
* Greeted and listened effectively to customers to ensure courteous and quick service
* Performed all support tasks such as cleaning cases and equipment, and restocking display cases.

Korean Woman’s Association, In-Home Care Giver, 2015 – Present

* Licensed home care aid provider
* Provide personal care based on patient care plan
* Work independently in private homes

Metropolitan Development Council, Receptionist, 2015

* Answering phones
* Assisting clients
* Working with the database system
* Processing and filing case documents

Jayden Ray Commercial Fishing Vessel, Crew Member, 2013 - 2014

YoungLives Youth Ministry Volunteer 2015-2017

Life Center of Tacoma, Connect Ministry Volunteer, 2015 - 2017

Additional Interests

* Spending Time with Family
* Music

*Personal and Professional References Available Upon Request*