**Karidja Koulibaly**

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**OVERVIEW OF QUALIFICATIONS:**

* Certified in First Aid and CPR
* Adept at complying with State and DDD guidelines and regulations
* E & H, ADA Compliant and Trained including Crisis Management
* Customer Service

**EDUCATION:**

**ESSEX COUNTY COLLEGE: Newark, New Jersey**

* Associate Degree in Human and Social Services  **(2017)**

**JVS (JEWISH VOCATIONAL SERVICES) East Orange, New Jersey**

* Customer Service Training at JVS (2013)

**GROUPE PIGIER:** **Abidjan, Ivory Coast**

* Associate in Secretarial studies (1997)
* **French Speaker**

**WORK EXPERIENCE:**

**12/2017 to present Residential specialist at Everas Community Services Garfield, NJ**

Residential Specialist

* Provides direct services in community and daily living assistance to individual who are deaf-blind, deaf and/or blind and developmentally disabled; Serves as client advocate
* Manages daily client’s and household financial tracking
* Manage Individual Habilitation data and compiles client data
* Oversees client’s doctor visits including medical report preparation
* Conducts client crisis management , intervention and counseling
* Mentors/trains clients appropriate behavior through modeling
* Maintain accurate written documentation for all client records, and inbound phone call center.

**5/17 – 8/17 Resettlement Intern at International Rescue Committee Elizabeth, NJ**

*Resettlement Intern*

* Performed reception duties such as greeting visitors and connecting them to the appropriate staff.
* Data entry and filing
* Other duties as required

**1/17 –5/17 Fulfillment Associate at Blue Apron Jersey City, NJ**

* Building boxes for the packing team

**9/15 -6/16 Front Desk at Essex County College Newark, NJ**

*Front Desk Person at GO9 Computer Lab*

* Assisted Students sign in and sign out
* Inbound Telephone call center functions
* Provided Customer service and resolved student inquiries

**9/15 - 5/16 Social Worker internship at NCC Extended Care Faciltiy Newark, NJ**

*Social Service Associate Intern*

* Performed clients’ intake and needs assessments including completion of all required paperwork for residents.
* Organized client Transportation, and other duties as required

**7/15 - 10/15 Sales Associate at Flynn & O’hara School Uniforms Parsippany, NJ**

*Sales Associate*

* Assisted Customers in choosing the right uniform
* Provided Customer service

**7/12 - 11/12 Cashier at Supremo Supermarket Irvington, NJ**

Cashier:

* Operated Cash register, scan and bag merchandises, provided change for purchases.
* Maintained proper cash level in register drawer, stock and refill register area inventory.
* Greeted customers and responded to Customer requests in a timely manner.

##### **11/00 - 10/11** ***Human Resource Officer*** *at Electrical Company* ***Abidjan, Ivory Coast***

Human Resource Officer

* Coordinated of staff and human resources activities (employees’ files, payroll, vacations, new employees’ integration)
* Collected monthly data of Human Resource department
* Managed staff budget and Mentored/Trained new employees