**Ria Toby**

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| Roxbury, MA 02120 | 508-206-0186 |Riatoby51@gmail.com |

**Summary**

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| * Computer Skills: Knowledge of Microsoft Word, Excel, Outlook * Excellent patient focus care engagement work history * Familiar with medical terminology and knowledge of HIPAA * 5+ years of great customer service |
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**Work Experience**

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| ***Hebrew Senior Life***  *Boston, MA*  ***Certified Nursing Assistant – CNA License # 139755*** | *March 2022-Current* |
| * *Delivered individualized patient care by recording vital signs, documenting observations, administering treatments and evaluating patient needs.* * Cared for residents in assisted living facility and delivered high-quality support to meet needs. * Answered call lights and supported patient comfort and safety by adjusting bed rails and equipment. * Promoted good oral and personal hygiene by aiding patients with shaving, bathing and teeth brushing. * Checked patient vitals such as temperature, blood pressure and blood sugar levels. * Assisted with feeding and monitored intake to help patients achieve nutritional objectives. | |

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| ***Cambridge Taylor Party Rental***  *Somerville, MA*  ***Linen Worker/Custodian*** | *Feb.2017-May 2018* |
| * *Minimized clutter, assembled, and stored washed dishes, promptly pressed and folded rental linens for orders or storage.* * *Maintained, sanitized, and cleaned party tents, tables and chairs and machines for customers’ orders.* * *Motivated while assisting dishwashers, custodians as needed to maintain a clean environment.* | |
| **Fallas Department Store**  *Malden, MA*  ***Cashier/Retail Sales Associate*** | *Oct.2015- Dec. 2019* |
| * *Monitored sales floor and merchandise displays for presentable condition, taking corrective action such as restocking or reorganizing products.* * *Performed top-notch service to each customer, presented personal service and politeness to support boosted sales and consumer satisfaction.* * *Balanced and organized the cash from the register, safely stored the cash, calculated the change and handled coupons.* | |
| **American Eagle Outfitters**  **Cambridge, MA**   * *Organized sales floor and merchandise for presentable display condition and took corrective action such as restocking or reorganizing products on shelves.* * *Undertook responsibility for the recovery of items.* * *Greeted and communicated with customers to help locate merchandise an implemented suitable option.* | *Sep. 2015- Nov. 2015* |

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**Volunteering and Other Relevant Experience**

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| **Doctors over borders (Grassroots)**, ***Boston MA***  *Fundraiser* | *July 2018- Oct.2018* |
| * *Worked alongside a team of energized people.* * *Motivated donors to openly and freely give money to help aid doctors abroad.* * *Represented doctors over borders organization.* * *Won the hearts of givers with my happy go attitude as to why the campaign meant a lot to me.* | |
| **Yes on 2 Campaign (More Charter Schools)***,* ***Boston MA***  Volunteer Campaigner | *Sep. 2016- Nov.2016* |
| * *Conducted do door to door canvasing survey with the Mayor and Governor.* * *Educated* *people about the difference between public schools and charter schools.* * *Assisted debates to push for more charter schools in Boston.* | |
| **Boston Housing Authority Tenant taskforce**, ***Charlestown MA***  Office assistant | *Jun. 2013 to Sep.2017* |
| * *Assisted tenants with court hearings and proceedings.* * *Contacted Boston housing authority on behalf of tenants pertaining to work orders.* * *Reached out to organizations to help easter baskets, Halloween costumes and Christmas gifts for the low-income families of the development.* * *Executed fundraising duties to raise enough money and cultivated an enjoyable Unity Day for all the families of the development.* * *Assembled paperwork neatly to assigned locations when needed.* * *Addressed any concerns tenants and guests may have and promptly answered any questions.* * *Prevented any conflict that tenants may have had between each other to promote a safe and enjoyable environment.* | |
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**Education and Training**

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| ***Hebrew Senior Life/Hebrew Rehabilitation Center, Boston, MA - 2022***  Nurse Aid Training – CNA License No. 139755  **The Alzheimer’s Association, Boston, MA – 2022**  Person-Centered Dementia Care: a Habilitation Therapy Training Curriculum  ***Project Hope, Boston Ma***  Administrative Jobs in healthcare *April 2021*  ***Community works services,******Boston MA.***  Hotel Hospitality training certificate |  |
| ***Union Claxton Bay Senior Comprehensive****,* ***Trinidad and Tobago***  Business studies 2 High school diploma | |