

Peer Support Specialist Peer Support Specialist Human Services Worker, Database Entry, Advocacy, CAC NYSOH Marketplace Poughkeepsie, NY Work Experience Peer Support Specialist Lexington Center for Recovery, Inc - Poughkeepsie, NY Present Assisting clients with connecting to the necessary services available within their community while aiding in substance abuse recovery. CAC- NY Marketplace Certification for Health Insurance Residential Medication Administrator Atria The Landing of Poughkeepsie - Poughkeepsie, NY February 2019 to July 2019 ADL's, medication administration, updating MARs and contacting pharmacies, answering call bells Referral and Database Specialist Child Care Council of Dutchess and Putnam, Inc - Poughkeepsie, NY November 2016 to November 2017 Completing client intakes via phone, email, and in person ? Pulling information from the system and running reports ? Connecting parents with community resources ? Auditing the referral database ? Compiling reports for providers and parents ? Determining eligibility for child care subsidy ? Emailing clients and parents to determine child care status and needs ? Organizing outreach events ? Updating vacancies and child care rates ? Completing the quarterly data report each quarter ? Creating queries in order to extract necessary information from our online system Patient Care Assistant Community Home Healthcare - Poughkeepsie, NY June 2016 to November 2016 Documents objective data and routine aspects of patient care ? Maintained accurate records of patient care, condition, progress and concerns. ? Responded appropriately to the physical, emotional and developmental needs of patients. ? Assisted patients with bathing, oral hygiene, grooming, feeding and elimination. ? Helped patients move in and out of beds, baths, wheelchairs and automobiles. ? Performed direct patient care aimed at increasing comfort, psycho, social and spiritual well-being by providing assistance with personal hygiene, physical comfort, nutrition, elimination, prevention of skin breakdown, rehabilitation and safety. Care Coach The Greater Hudson Valley Family Health Center - Newburgh, NY June 2015 to April 2016 Manhattan, NY ? Skillfully developed departmental goals, objectives, standards of performance, policies and procedures. ? Establish and maintain systems that safely met residents' needs. ? Conducted patient intakes and scheduled meetings as needed. Create spreadsheets and input data ? Served the mentally ill, underserved, and minority population of

Newburgh, NY ? Led a separate resume building initiative for RECAP (a program for those recovering from drug abuse and recently released from incarceration) ? Matched patients needs with community services available to them. Technical Support Nexxlinx - Newburgh, NY December 2014 to November 2015 Effectively communicated with and supported sales, marketing and administrative teams on a daily basis. ? Investigated and resolved customer inquiries and complaints in a timely and empathetic manner. ? Managed wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently. ? Promoted to Help Desk, provided support to agents throughout the United States when difficulties arose and they needed further assistance resolving customer issues Nanny/Personal Assistant Care.com - Newburgh, NY April 2014 to December 2014 Ariyike Diggs (Care.com) - Newburgh, NY ? Scheduled and made appointments for 10 attorneys. ? Transcribed legal documents and phone conversations. ? Conducted daily accounting on all finances, deposits and safe. ? Organized envelopes, postage and mail correspondence for all clients. ? Developed and maintained filing and retrieval systems. ? Promoted good behavior by using the positive reinforcement method. ? Promoted language development skills through reading and storytelling. ? Communicated regularly with parents about daily activities and behaviors. ? Maintained daily records of children's individual activities, behaviors, meals and naps. ? Engaged with children individually to meet their emotional and physical needs. ? Sparked imagination by helping children discover new things each day. ? Managed general housekeeping duties including feeding, diapering, resting, cleanup, etc. Administrative Assistant- Database Entry Tectonic Engineering - Newburgh, NY November 2013 to April 2014 Answered and quickly redirected up to 10 calls per hour. ? Ordered and distributed office supplies while adhering to a fixed office budget. ? Managed office supplies, vendors, organization and upkeep. ? Directed guests and routed deliveries and courier services. ? Opened and properly distributed incoming mail ? Completed data entry, tracked resumes and maintained the applicant tracking system. ? Assessed urgency and priorities before accepting or declining appointments and meetings with the supervisors and property managers. Tutor/ Mentor City Year New York- AmeriCorps - Manhattan, NY August 2011 to June 2012 Implemented reading and writing

workshops to increase student literacy and support school reading programs. ? Introduced special outreach programs to department chair in effort to increase institution's interest in community service. ? Assisted in developing student-led after-school tutoring program to teach underprivileged students. ? Developed program to work with students and increase interest in higher learning. ? Fostered meaningful relationships among students through student field-trip retreats and team-work community service projects. ? Mentoring high school age youth (14-21) ? Implementing tutoring programs and initiatives to encourage attendance. ? Behavior management in and out of the classroom

Camp Counselor Braeside Camp - Middletown, NY June 2011 to June 2011 Overnight stay with campers ? Behavior management and help in facilitating art, sport and nature activities ? Managing a group of 12-18 (7-10 years of age)Transitioning through various activities during the day ? Keeping campers on a set schedule

Camp Counselor Town of Highlands Recreation - Highland Falls - Highland Falls, NY June 2009 to August 2009 Allowed for ample outdoor recreation time. ? Organized small groups of children while transitioning to and from outdoor play. ? Maintained a child-friendly environment by allowing frequent access to outdoor activities.

Residential advocate Safe Home of Orange County - Newburgh, NY October 2018 Intakes and Discharge ?Hotline calls and monitoring ?Client advocacy ?One on one support ?Risk reduction response ?Supervision ?Incoming and outbound phone calls ?Client documentation ?Excel spreadsheet updating ? Database entry

Education Associate of Science in Humsn Services Dutchess Community College - Poughkeepsie, NY September 2018 to Present Regents Diploma

James I. O'Neill High School - Highland Falls, NY 2006 to 2010 Skills Child Care, Direct Support, Direct Care Additional Information Patient Care Aid certification

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