dionne y. angeleS

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To Whom It May Concern:

I am interested in an administrative, supervisory or operational support position that provides opportunity for growth, longevity and eventual advancement with the Salvation Army. My work history includes serving as a Document Examiner, Indexer, Intake Interviewer, Records Management Specialist, Peer Support Specialist and Caregiver. My schedule is completely flexible. I am available to work anytime and willing to travel or relocate anywhere.

I have many years of experience in a legal, managerial and regulatory capacity. My planning and organizational abilities are excellent. My oral and written communication talents are outstanding. I am a responsible professional willing to take the necessary action for success. My experience includes several years of working in a local government setting as well as within the non-profit sector. Additionally, I am scheduled to receive my Associate’s Degree in Business Administration this fall. I am also a certified Peer Support Specialist and have numerous years of experience working as a licensed Paralegal.

I am detail oriented and have great intra-personal and leadership skills. I am resourceful and committed and can be counted on to get the job done. The accompanying resume outlines my experience.

I am interested in any position that matches my qualifications.

Thank you for your time, consideration and forthcoming response.

Sincerely,

Dionne Y. Angeles

Encl: 2

/da

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**OBJECTIVE:**

To secure a responsible, challenging position in an administrative, operations or records management capacity that provides opportunity for growth, longevity and eventual advancement.

HIGHLIGHTS:

* Supervision and leadership of subordinates
* Optimize productivity and ensure appropriate staff/client boundaries
* Extensive computer and imaging skills and knowledge
* Legal document preparation and classification
* Promote positive, active involvement of staff
* Team player
* Effectively balance workflow
* Maintain effective and efficient consistency of operations

**PROFESSIONAL WORK HISTORY:**

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| COUNTY OF RIVERSIDE & SAN BERNARDINO – IN-HOME SUPPORTIVE SERVICES | 2016 to Present |

IHSS Provider / Caregiver

Key Duties:

* Provide a host of services on a daily basis including meal preparation, general housekeeping, laundry service, dressing, grooming, bathing, ensure that client feels safe and comfortable at all times, monitor client’s medical disability and report any changes in their mental, physical and emotional state to management, provide transportation to appointments, shop for groceries, assist with bill payments, address any questions and/or concerns that client may have as they are presented to me, assist with oxygen therapy, breathing treatments ensure proper disposal of waste products, administer medications as required per doctor’s and pharmacists’ instructions, provide paramedical services depending on the client’s abilities and case management needs, provide necessary safety supervision as required, document all services provided and any changes to client’s condition on a daily basis, communicate any updates or changes with all staff during shift change and ensure that my CPR, food preparation and safety certifications remain current at all times, any additional duties as assigned depending on the client’s specific needs and living situation.

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| PATH OF LIFE MINISTRIES – Homeless PROGRAMS | 1. to 2018 |

Residential Service Staff / Intake Interviewer

Key Duties:

* Conduct intake interviews and assessments with new clients; explain the program policies and procedures, administer drug and alcohol tests on all incoming participants; complete background and "Megan's Law" checks; manage daily operations of the shelter; assist staff with dorm supervision, processing supply orders, and maintenance requests; order groceries; communicate with vendors and volunteers and review any non-compliance reports that have been submitted for review; assist guests with the established grievance process; complete incident reports and submit to management for further resolution; ensure that sleeping areas are monitored and clients' needs are addressed consistently; randomly test individuals for possible substance abuse and properly search all guests and their belongings upon their entry to the facility; ensure appropriate staff/client ethics and boundaries; observe the organization's established confidentiality policies and strictly comply with HIPAA laws; report unsafe or abusive situations as a designated "mandated reporter"; respond to any situation that rises to the level of CPS and/or police contact; correspond and promote positive and effective relationships with community organizations, volunteers, business partners and the public; meet with guests and develop individual case plans based on their needs; assist guests with identifying barriers and at- risk behaviors for them to address while they reside at the shelter; provide resources and referrals for guests to utilize upon exiting the program; ensure all CPR/Safety certifications remain current and active; remain knowledgeable regarding all safety policies and emergency procedures, conduct evacuation drills regularly, maintain list of accurate, working

emergency numbers; ensure that all organization and client records remain up to date with each file adhering to the company's policies regarding record retention, document accuracy and completeness; work as a part of a team with all staff, while treating co-workers, shelter guests and volunteers in a warm, friendly and professional manner.

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| County of Riverside – Assessor-COUNTY Clerk-Recorder | 2000 to 2010 |

Supervising Legal Document Classifier/Supervising ACR Technician

Key Duties:

* Acted in a supervisory capacity over 25 employees in a production and customer service environment; evaluated personnel and researched and resolved problems pertaining to acceptability of complex or unusual documents; coordinated daily workflow; entered legal document classifying information into a computerized data entry and imagining system from all documents received by the County Recorder that were eligible for recording; trained and reviewed new hires; compiled statistical performance and section reports; facilitate and participated in departmental meetings; interfaced with customers and Vendors when needed; tested, evaluated and set up new software applications; resolved technical issues that occurred; completed assigned projects from supervisor and/or management; processed timecards and time reports for subordinate staff. Performed a full range of legal document classifying assignments essential to determine the recordability of legal source documents and a wide variety of vital records; entered (abstracted and coded) information into a data entry imagining system from the legal documents; identified and classified documents for conformance to proper legal form as to State and County laws applicable to ownership and encumbrances on real and personal property; searched for the presence of legally required information and signatures; interpreted documents for legal acceptability of Riverside County; examined documents for proper signatures, notarization and acknowledgments and for satisfaction of time limits for recordation as prescribed by law; read and scanned vital statistics, maps, real property transfers, judgments and other recordable documents for classification data; abstracted statistical information (names, grantor/grantee, contractor, document type, document number, date filed, fees); verified previously entered classification information for accuracy and completeness; assisted Supervision with training new personnel and completed special more detailed assignments; worked extensively with the CRRIS Imaging System.

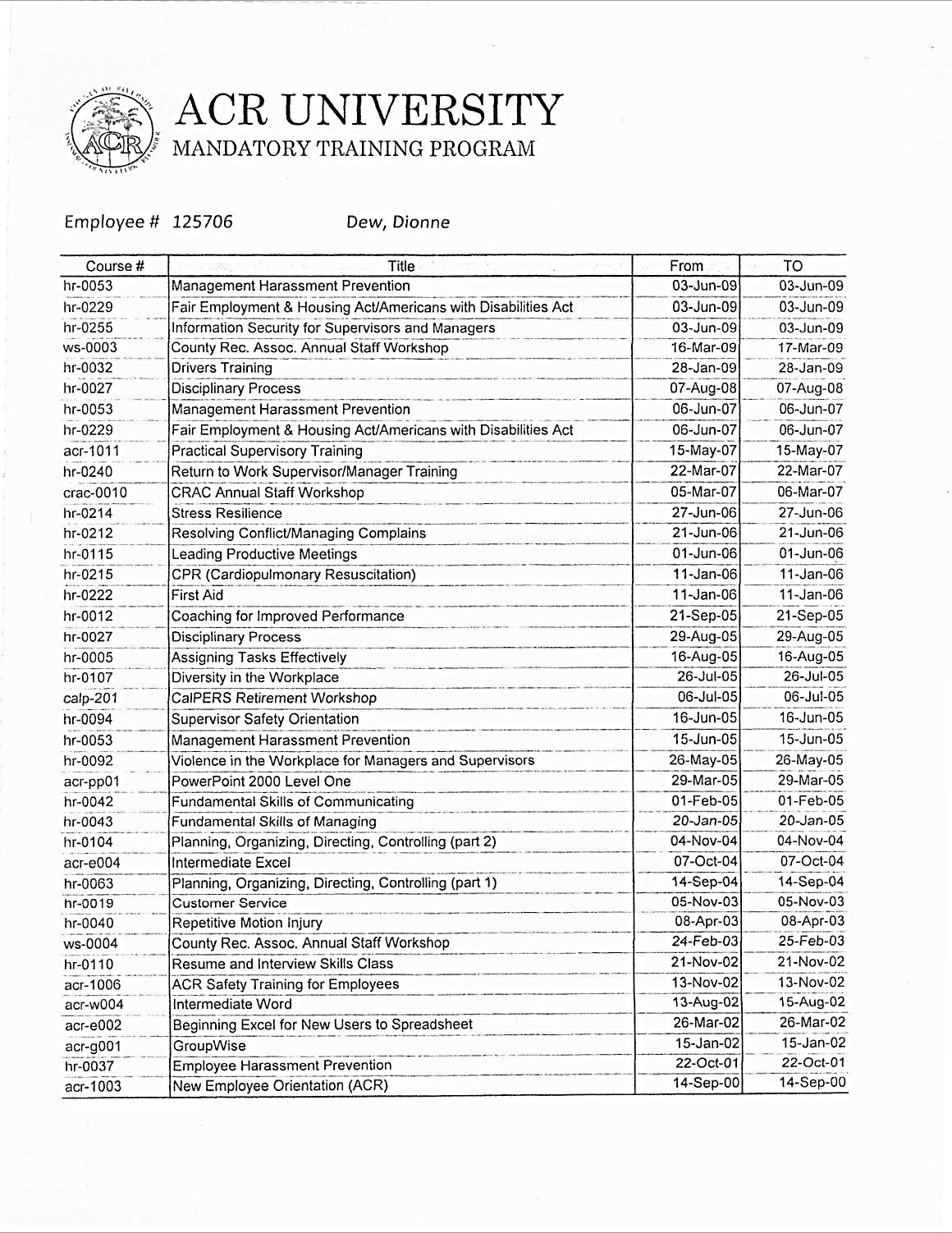
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| Swan, Carpenter, Wallis & Mc Kenzie | 1999 to 2000 |

Legal Assistant

Key Duties:

* Prepared probate, conservatorship, various civil litigation and estate planning documents; utilized a wide range of legal document computer software; answered and directed telephone calls on a multi-phone line system; scheduled appointments; processed all incoming/outgoing legal documents and general office mail; notarized and witnessed document signatures, coordinated and prepared correspondence between attorneys, clients, outside agencies and the public; ordered supplies, completed necessary research for upcoming cases and performed general clerical responsibilities.

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| **EDUCATION:**  **RIVERSIDE COMMUNITY COLLEGE, CA**  *Associate’s Degree - Pending*  *Business Administration*  December 2018  **JEFFERSON TRANSITIONAL PROGRAMS, CA**  *Peer Support Specialist Certification*  November 2011  KELSEY-JENNEY BUSINESS COLLEGE, CA  *Paralegal Certification*  August 1995 | STRENGTHS:   * Dependable * Honest and Reliable * Professional * Experienced Examiner & Intake Interviewer * Detail Oriented * Expert Legal & Vital Document Indexer * Resourceful * AED, CPR & First aid Certified * Current Food Handler’s Card * Superior Memorization Skills * Will Get the Job Done! | SKILLS:   * Microsoft Word * Microsoft Excel * Power Point * Outlook * Google Drive / Docs * Access * Windows 2000 to present * Business Accounting * Group-wise * CRIIS+Imaging & Indexing System * Certified Typing Speed of 80 WPM & 12020 KPH |

***References will be provided upon establishing a mutual interest.***