**Darlene Savary**

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Brooklyn, NY 11225

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*To obtain a position in a Company where I can utilize my exceptional hospitality skills in order to obtain the highest level of customer satisfaction.*



**Summary of Qualifications**

* Exceptional customer service relations
* Excellent written and verbal communication skills
* Excellent critical thinking and analytical skills

**United Cerebral Palsy of New York State New York, NY July 2000- August 2016**

**Direct Care Counselor:** Provided in-home personal care for mentally and disabled residents in a group home environment.

* Provided residents with emotional and physical support while creating a trusting environment for them and their family.
* Administered and documented daily medication intake as prescribed by individual physicians; recording vital signs including temperature and blood pressure.
* Performed weekly inventory of medications; ensuring supplies are always kept full and refilled when necessary.
* Prepared and served meals in accordance to nutritional standards, health care guidelines and each individual's dietary meal plan.
* Accompanied residents on doctor’s visits; documented and filed clinic visit summaries and provided nursing staff with detailed information and instructions from medical staff during visit.
* Accompanied residents who were admitted to hospital during their stay, ensuring patients are well cared for and agency staff and family members are updated on patient’s health and progress while admitted.
* Identified, documented and reported incidents and problems with residents to the administrative office.
* Maintained a neat and hygienic living environment for residents, including light housekeeping.

**Cookies Kids Dept Store Brooklyn April 1995- June 2000**

* Provided prompt, efficient and courteous service to customers ensuring their shopping experience was enjoyable
* Efficiently handled cash and credit card transactions, processed returns and exchanges.
* Balanced out drawers at the end of shift.
* Assisted with replenishing and taking inventory of stock.

**Education: St. Francois Girls' College 1978-1982**

**SEPOS** **Government** **Secondary** **School** **1982**-**1984** **High School Diploma**

**References furnished upon request**

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