

# VANESSA MALLOY

Port Townsend, WA | 425-652-2500 | malloyvanessa559@yahoo.com

## EXPERIENCE

### **Public Benefits Specialist, DSHS**

June 2020 – Present

*Port Townsend, WA*

- Coming Soon

### **Neurodiagnostic Technologist, St. Luke's Hospital**

June 2016 – June 2020

*Duluth, MN*

- Engage with a variety of patients and their families of different populations while maintaining professional boundaries
- Explain complex and technical testing procedures in easy to understand language
- Maintain calm under pressure, including in times of high stress, escalation and patient crisis
- Multi-task while thinking quickly and rationally in critical situations
- Thorough history taking by asking probing questions to ensure all pertinent information is gathered for medical team and to ensure correct testing procedure is performed
- Maintain communication with team member to ensure high quality testing and use of up-to-date best practices
- Move fluidly between roles within the department based on need
- Investigate questions and concerns to ensure accurate knowledge and response for current and future patient and hospital needs

### **Volunteer, Center Against Sexual and Domestic Abuse**

May 2018 – Present

*Superior, WI*

- Maintain office and shelter organization, such as files, paperwork and donations
- Update documents and spreadsheets in multiple computer applications

### **Customer Service Representative, Public Storage**

September 2009 – May 2015

*Bellevue, WA*

- Managed busy office and property with 1,722 storage units
- Provided personalized storage solutions based on customer needs
- Performed lease agreements and maintained working knowledge of Washington State storage and rental laws
- Helped in training of new employees
- Maintained accurate records of personal lease files, inventory and receipts
- Handled escalations arising from billing issues and/or issues with unit or facility
- Performed collection calls and provided outstanding customer service

- Remained adaptable, working independently and with other team members, moving between facilities based on company needs
- Utilized strong problem solving and time management skills to ensure all customer needs and facility daily tasks were completed prior to day's end

**Crisis Line Volunteer, Eastside Domestic Violence Program**

August 2011 – April 2012

*Bellevue, WA*

- Assist callers in safety planning and assess how different options may affect their personal situation
- Provide assistance in finding needed resources and referrals
- Actively listen to callers remain calm and understanding of individual needs in times of high stress while recording accurate notes
- Follow-up with victims after police intervention

**EDUCATION**

**Southern New Hampshire University – Bachelor of Arts, Sociology | June 2019**

President's List

**Bellevue College – Associate of Arts, Neurodiagnostic Technology | June 2016**

Dean's List, President's List